



Program Bulletin



CUSTOMER SATISFACTION PROGRAM

SUBJECT: Passenger Air Bag Wiring Harness Connector

MODELS: 2009-2010 Chevrolet HHR

CONDITION

Certain 2009-2010 model year Chevrolet HHR vehicles may have a passenger air bag in-line jumper wiring harness connector with fretting corrosion at the terminal contacts. Fretting corrosion could cause an increase in the system deployment loop resistance. The vehicle's sensing and diagnostic module may interpret this increase in resistance as a fault which will illuminate the air bag light on the vehicle instrument panel and set diagnostic trouble codes B0019 and/or B0020. If this condition is not corrected and the resistance in the connector reaches a high enough level, the passenger airbag may not deploy in the event of a vehicle crash.

CORRECTION

Dealers are to replace the unsealed connector with a sealed connector.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

PART INFORMATION

Parts required to complete this program are to be obtained from General Motors Customer Care and Aftersales (GMCCA), unless noted otherwise. Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
13580234	WIRING HARNESS CONNECTOR	1
12377900* – US 10953529* – CA	LUBRICANT, DIELECTRIC (2 OZ)	As Required (Submit in Net Item)
1089482 (Obtain From Kent Automotive**)	WOVEN POLYESTER ELECTRICAL TAPE (PET)	As Required (Submit in Net Item)

* The dielectric lubricant identified above is required to properly perform this service procedure. NO SUBSTITUTE IS ACCEPTABLE.

** Contact Kent Automotive at 1-888-937-5368 or www.kent-automotive.com or obtain locally.
Do not order from GMCCA.

SERVICE PROCEDURE

Follow the procedure below to replace the connector from the body harness to the instrument panel passenger inflatable restraint harness (X211).

Caution: Use only the dielectric lubricant listed in the part table above. Use of any substitute material may lead to a future failure of this repair.

Important: When installing the new terminal kit, the male connector should be installed to the body harness and the female connector should be installed to the instrument panel passenger inflatable restraint harness.

1. Disable the SIR system. Refer to SIR Disabling and Enabling in SI.
2. Remove the right side kick panel.
3. Remove the right sound insulator.
4. Remove the instrument panel compartment.
5. Disconnect the instrument panel harness to body harness connector.

Important: Note the wire colors on the instrument panel passenger inflatable restraint and body harness. Ensure that the wire colors are matched when installing into the new connector.



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6. Cut the wires from the instrument panel harness connector and body harness connector as close to the connector housing as possible to minimize wire length loss. Slide the conduit away on the airbag harness and remove just enough tape on the instrument panel harness to access the wires to install the terminals and seals.



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7. Slide the wire seals onto all leads back enough to enable removal of the insulation.
8. Strip the insulation off all leads 5 mm (3/16 in). Align the seals with the wire insulation.



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9. Crimp the terminals on to the bare wire using the J-38125-7 crimp tool, jaw E (1).



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10. Position the wire seal to the terminal and crimp the seal and insulation using the J-38125-6 crimp tool, jaw 1 (1).



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The completed terminal and seal should appear as shown above.

Note: Avoid getting solder on the terminal end or overheating the terminal.

Warning: DO NOT use soldering equipment that is battery or electric powered. These types of soldering irons can induce voltage into the circuit, which may cause inflator module deployment and/or damage to electrical components. Use only the J-38125-5A Ultra Torch or another butane fueled soldering iron when working on SIR circuits.

11. Solder all terminals at the wire crimp.

Note: Remove the terminal position assurance (TPA) from the male connector before inserting the terminals.

Note: When installing the new terminal kit, the male connector should be installed to the body harness and the female connector should be installed to the instrument panel passenger inflatable restraint harness.

12. Slide the terminals into the appropriate connector body. Install the terminal position assurance (TPA) device onto the connector end.

13. Install the connector clip onto the appropriate connector body.



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14. Apply dielectric lubricant (clear gel), GM P/N 12377900 (in Canada, use P/N 10953529), completely across the terminals on both sides of the connections.
15. Wrap Woven Polyester Electrical Tape (PET) (preferred) or equivalent anti-abrasion tape or electrical tape around the wires on the harness for a length of 30 mm (1.2 in) from the back of the connector. Continue to wrap the tape around the back of the connector.
16. Install the INSTRUMENT PANEL harness to body harness connector.
17. Install the instrument panel compartment.
18. Install the right sound insulator.
19. Install the right side kick panel.
20. Enable the SIR system. Refer to SIR Disabling and Enabling in SI.
21. Turn the ignition on and use the diagnostic tool to clear the SDM DTCs and verify that the issue has been corrected. If the code is still current, refer to the appropriate diagnostic procedure found in SI.

CUSTOMER REIMBURSEMENT - For U.S.

Customer requests for reimbursement of previously paid repairs for this condition are to be submitted to the dealer by February 28, 2016, unless otherwise specified by state law. If this is not convenient for the customer, they may mail the completed Customer Reimbursement Request Form and all required documents to the GM Customer Assistance Center.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

When a customer requests reimbursement, they must provide the following:

- A completed Customer Reimbursement Request Form. This form is mailed to the customer or can be obtained through GM GlobalConnect.
- The name and address of the person who paid for the repair.
- Paid receipt confirming the amount of the repair expense, a description of the repair, and the person or entity performing the repair.

IMPORTANT: GM requires dealers to approve or deny a reimbursement request within 30 days of receipt. If a reimbursement request is approved, the dealer should immediately issue a check to the customer and submit an appropriate warranty transaction for the incurred expense. If a reimbursement request is denied, the dealer MUST provide the customer with a clear and concise explanation, in writing, as to why the request was denied. The bottom portion of the Customer Reimbursement Request Form may be used for this purpose. If the denial was due to missing documents, the customer can resubmit the request when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Warranty transactions for customer reimbursement of previously paid repairs are to be submitted as required by GM Global Warranty Management. Additional information can also be found in Warranty Administration Bulletin 11-00-89-004.

CUSTOMER REIMBURSEMENT - For Canada and Export

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by February 28, 2016.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

COURTESY TRANSPORTATION – For U.S. and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Note: To avoid having to "H" route the customer reimbursement for approval, it must be submitted prior to the repair transaction.

Labor Code	Description	Labor Time	Net Item
9101199	Replace Unsealed Connector with Sealed Connector	0.7	*
9101200	Customer Reimbursement Approved	0.2	**
9101201	Customer Reimbursement Denied - For U.S. dealers only	0.1	N/A

Note: Customer reimbursement will not close this program. The service procedure must also be performed on the vehicle.

* The amount identified in "Net Item" should represent the actual sum total of the current GMCCA dealer net price for the dielectric lubricant and woven polyester electrical tape (PET) needed to perform the required repairs, not to exceed \$0.50 USD, \$0.59 CAD, plus applicable Mark-Up or Landed Cost (for Export).

** The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.

CUSTOMER NOTIFICATION – For U.S. and Canada

General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

DEALER PROGRAM RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repaired per the service procedure of this program bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service in the future, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



January 2015

Dear General Motors Customer:

We have learned that your 2009-2010 model year Chevrolet HHR vehicle may have a passenger airbag in-line jumper wiring harness connector with fretting corrosion at the terminal contacts. Fretting corrosion could cause an increase in the system deployment loop resistance. The vehicle's sensing and diagnostic module may interpret this increase in resistance as a fault which will illuminate the airbag light on the vehicle instrument panel and set diagnostic trouble codes B0019 and/or B0020. If this condition is not corrected and the resistance in the connector reaches a high enough level, the passenger air bag may not deploy in the event of a vehicle crash.

Your satisfaction with your Chevrolet HHR is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will replace the unsealed connector with a sealed connector. This service will be performed for you at **no charge**.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

Reimbursement: Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by February 28, 2016, unless state law specifies a longer reimbursement period.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Chevrolet HHR provides you many miles of enjoyable driving.

Alicia S. Boler-Davis
Sr. Vice President
Global Connected Customer Experience

Enclosure
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