



Service Bulletin

SPECIAL COVERAGE

SUBJECT: Special Coverage Adjustment – Seatbelt Warning Lights and Chimes with Seatbelt Buckled

MODELS: 2010 Buick Enclave
2010 Cadillac SRX
2003-2015 Chevrolet Express with Power Seat Adjust-Driver 6 Way (RPO AG1)
2009-2010 Chevrolet Colorado
2010 Chevrolet Equinox, Malibu, Traverse
2009-2010 GMC Canyon
2010 GMC Acadia, Terrain
2003-2015 GMC Savana with Power Seat Adjust-Driver 6 Way (RPO AG1)
2010 Saturn Outlook

CONDITION

On some 2003-2015 model year Chevrolet Express and GMC Savana vehicles equipped with power seat adjust – Driver 6 Way (RPO AG1), and 2009-2010 model year Chevrolet Colorado and GMC Canyon; 2010 model year Buick Enclave, Cadillac SRX, Chevrolet Equinox, Chevrolet Malibu, Chevrolet Traverse, GMC Acadia, GMC Terrain, and Saturn Outlook vehicles, the seatbelt warning light and chime audible warnings may illuminate while the seatbelt is buckled.

SPECIAL COVERAGE ADJUSTMENT

This special coverage covers the condition described above for a period of 10 years or 120,000 miles (193,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

Dealers are:

- 1) To replace the seatbelt buckle assembly as needed on some 2009-2010 model year Chevrolet Colorado and GMC Canyon, 2010 model year Buick Enclave, Cadillac SRX, Chevrolet Equinox, Chevrolet Malibu, Chevrolet Traverse, GMC Acadia, GMC Terrain, and Saturn Outlook vehicles.
- 2) To add anti-abrasion tape on the harness to protect the wires as Part of Assembly (POA) of the seat harness, and/or re-route the seatbelt buckle wire, and/or replace the seatbelt buckle, if necessary, on some 2003-2015 model year Chevrolet Express and GMC Savana vehicles equipped with power seat adjust – Drive 6 Way (RPO AG1). The repairs will be made at no charge to the customer.

For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after September 29, 2015, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to September 29, 2015, must be submitted to the Service Contract provider.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Applicable Warranties section 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.

PART INFORMATION

Parts required to complete this special coverage are to be obtained from General Motors Customer Care and Aftersales (GMCCA).

Part Number	Description	Quantity/Vehicle
*19257779	Driver or Passenger Buckle - Black	1
19209515	Driver or Passenger Buckle - Ebony	1
19209516	Driver or Passenger Buckle - Lt Titanium	1
19209517	Driver or Passenger Buckle - Cashmere	1
19209518	Driver or Passenger Buckle - Dk. Titanium	1
19258559	Driver Buckle - Black	1
19258561	Driver Buckle - Titanium	1
19258565	Driver Buckle - Black	1
19258566	Driver Buckle - Shale	1
19258567	Driver Buckle - Titanium	1
19258562	Passenger Buckle - Black	1
19258563	Passenger Buckle - Titanium	1
19258564	Passenger Buckle - Shale	1
19208285	Passenger Buckle - Ebony	1
19208286	Passenger Buckle - Titanium	1
19208287	Passenger Buckle - Cocoa	1
19208288	Driver Buckle - Ebony	1
19208289	Driver Buckle - Titanium	1
19208290	Driver Buckle - Cocoa	1
19210349	Driver or Passenger Buckle - Ebony	1
19210350	Driver or Passenger Buckle - Cocoa	1
19258614	Driver Buckle - Ebony	1
19258613	Passenger Buckle - Ebony	1
19300342	Driver Buckle - Neutral	1
19300343	Driver Buckle - Grey/Pewter	1
19258471	Driver Buckle - Neutral	1
19258472	Driver Buckle - Grey/Pewter	1
19260272	Delphi Seat Belt Retrofit KIT Neutral	1
19260273	Delphi Seat Belt Retrofit KIT Grey/Pewter	1
**Obtain from Kent Automotive	WOVEN POLYESTER ELECTRICAL TAPE (PET) – PART NUMBER 1089482 (preferred) or EQUIVALENT ANTI-ABRASION TAPE OR ELECTRICAL TAPE	As Required (Submit as Net Item)

* Use this part number for Equinox and Terrain vehicles. The EPC will be updated in the near future to reflect this change.

** To obtain the PET electrical tape, contact Kent Automotive at 1-888-YES-KENT (1-888-937-5368) and request the special order part number 1089482.

SERVICE PROCEDURE

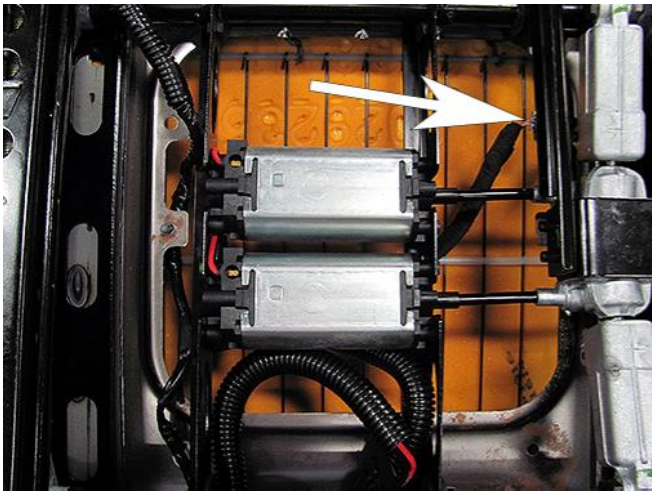
Procedure for All Vehicles **except** Express and Savana

1. Verify that the front seat belt buckle requires replacement. Refer to the appropriate diagnostic information in SI.
 - If the front seat belt buckle does NOT require replacement, no further action is required. Inform the customer that any additional diagnosis and repairs are not covered under this special coverage.
 - If the seat belt buckle requires replacement, refer to *Front Seat Belt Buckle Replacement* in SI.

SERVICE PROCEDURE

Procedure for Express and Savana Vehicles

1. Place the power driver seat in the full up position.
2. Remove the driver seat and riser. Refer to *Seat Riser Replacement* in SI.
3. Place the seat upside down on a suitable work table, use care to not damage the seating area of the seat.



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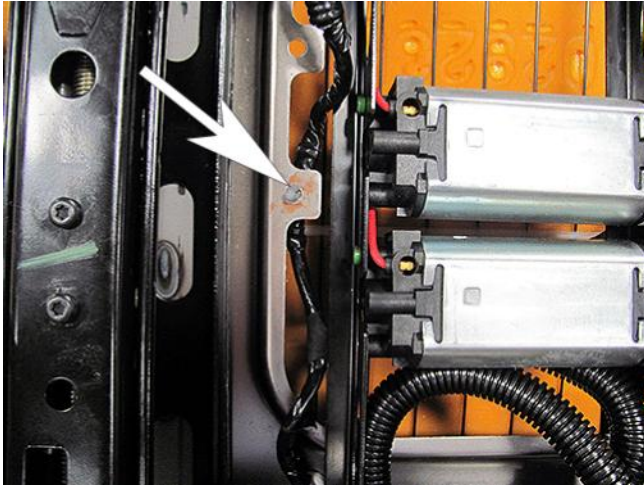
4. Disconnect the seat belt buckle wiring harness from the main seat wiring harness, exposing the wiring harness for inspection.



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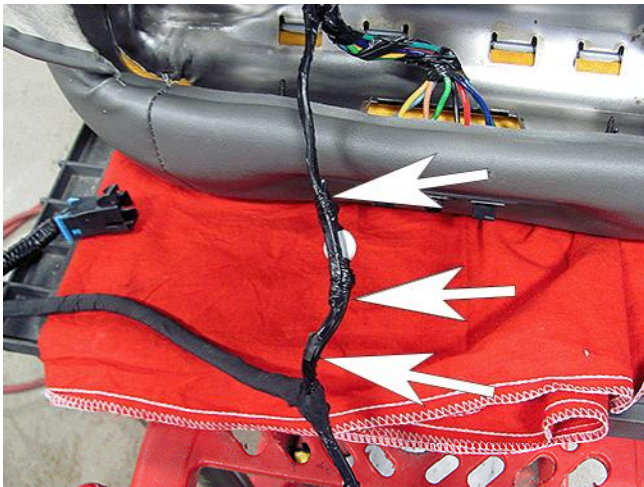
5. Inspect the seat belt buckle wiring harness for damage.

- If the seat belt buckle wiring harness is not damaged, do not reconnect the harness, proceed to the next numbered step.
- If the seat belt buckle wiring harness is damaged, replace the seat belt buckle assembly. Refer to *Front Seat Belt Buckle Replacement* in SI. Do not connect the new seat belt buckle harness to the seat harness.



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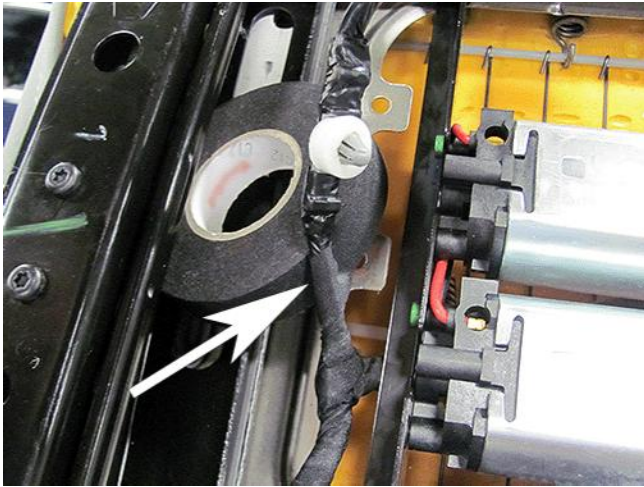
6. Release the seat wiring harness fasteners from the seat base.



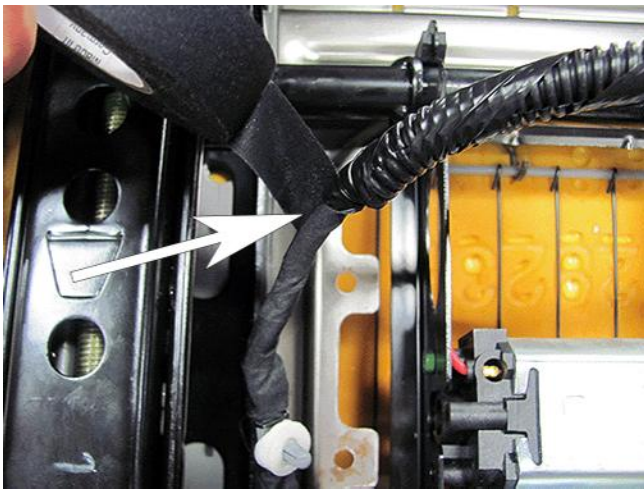
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7. Position the seat wiring harness to allow for inspection for damage.

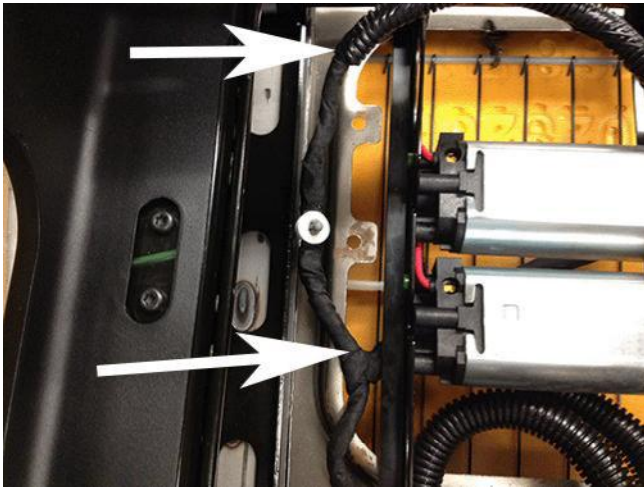
- If the wiring is damaged, repair the wiring as required. Refer to *Splicing Copper Wire Using Splice Sleeves* in SI.
- If the wiring is not damaged, proceed to the next numbered step.



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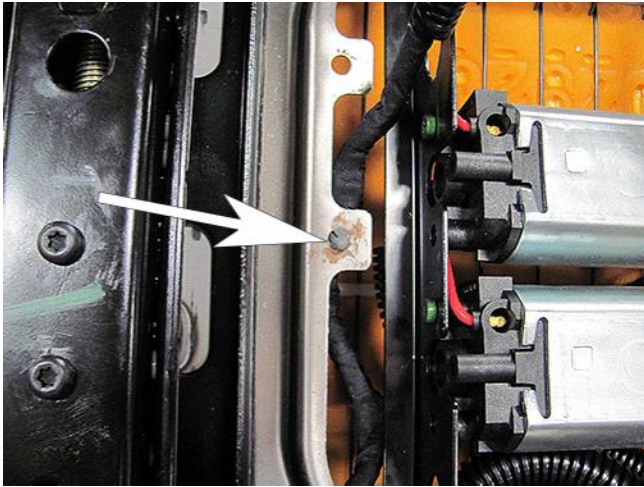
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Note: If the harness forward of the break out is not wrapped, continue the tape onto that area also.

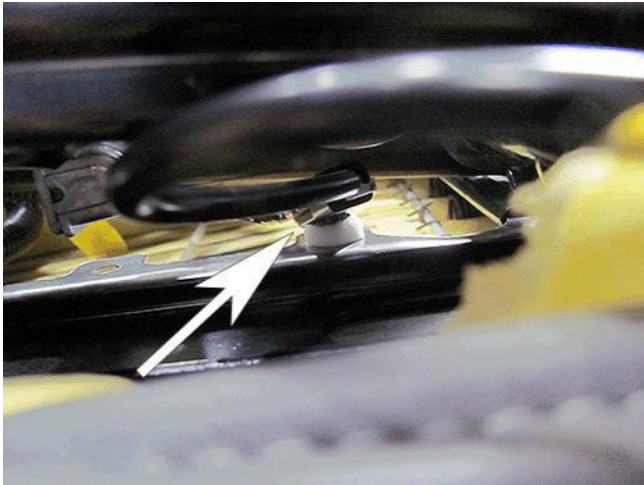
8. Wrap the power seat harness with two layers of woven polyester electrical tape on the section shown.



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Note: Replace the wire harness retainer if it is damaged or does not retain the harness.

9. Reinstall the seat harness, ensure the fasteners are securely locked to the seat frame.

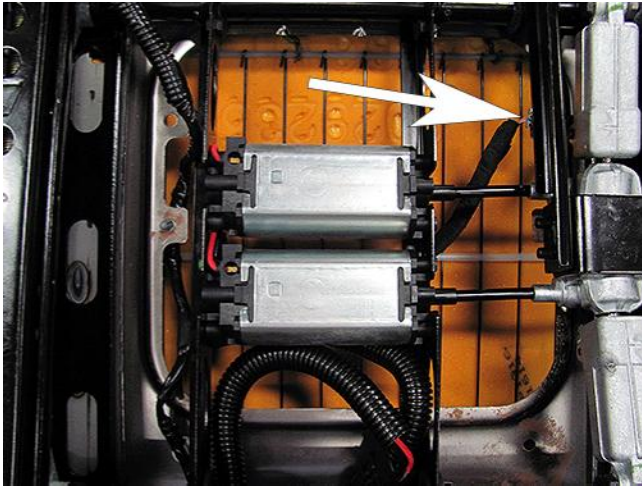


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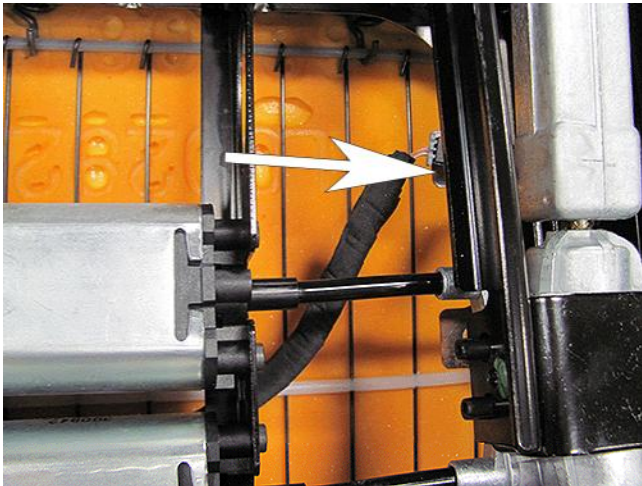
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10. Route the seat belt buckle harness as shown.



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11. Connect the seat belt buckle harness to the seat harness.



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12. Reinstall the belt buckle harness retainer to the metal tab on the seat frame.

13. Reinstall the driver seat and riser. Refer to *Seat Riser Replacement* in SI.

14. Verify the condition is corrected. If the condition is not corrected, and the seat belt buckle was not replaced in step #5, replace the effected seat belt buckle. Refer to *Front Seat Belt Buckle Replacement* in SI.

15. Clear any stored DTC's.

CUSTOMER REIMBURSEMENT - For US

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer by October 31, 2016, unless otherwise specified by state law. If this is not convenient for the customer, the customer may mail the completed Customer Reimbursement Request Form and all required documents to the GM Customer Assistance Center. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 120,000 miles, whichever occurs first.

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 October 31, 2016. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 193,000 kilometers, whichever occurs first.

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 US 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 ZREG transaction type, unless noted otherwise.

For Use With Vehicles <u>Still Covered</u> Under Applicable New Vehicle Limited Warranties			
Labor Code	Description	Labor Time	Net Item
6480238	Front Seat Belt Buckle - Customer Concern Not Duplicated (Express and Savana Only)	0.1-0.3	N/A
6480248	Inspect and Reroute Seat Wiring Harness, Includes Install Protective Tape to Harness (Includes Seat Remove and Reinstall, Express and Savana Only)	0.6	*
6440020	Front Seat Belt Buckle Replacement – Except Pretensioner (Express and Savana Only)	0.2	N/A
	Front Seat Belt Buckle Replacement – With Pretensioner, Includes: Time for proper deployment and disposal. (Express and Savana Only)	0.5	N/A

Note: For reimbursements on vehicles covered under warranty, refer to the Policies and Procedures Manual.

* The amount identified in “Net Item” should represent the actual cost of the woven polyester electrical tape needed to perform the required repairs, not to exceed \$0.66 USD/CAD.

For Use With Vehicles <u>No Longer Covered</u> Under Applicable New Vehicle Limited Warranties			
Labor Code	Description	Labor Time	Net Item
9900254	Front Seat Belt Buckle – Customer Concern Not Duplicated	0.1-0.3	N/A
9900255	Inspect and Reroute Seat Wiring Harness, Includes Install Protective Tape to Harness (Includes Seat Remove and Reinstall, Express and Savana Only)	0.6	*
9900256	Front Seat Belt Buckle Replacement: Express and Savana – Except With Pretensioner	0.2	N/A
	Express and Savana – With Pretensioner, Includes: Time for proper deployment and disposal.	0.5	
	Acadia, Enclave, Outlook, Traverse	0.5	
	Colorado, Canyon, Equinox, Malibu, Terrain	0.4	
	SRX	0.6	
9900257	Customer Reimbursement Approved	0.2	**
9900258	Customer Reimbursement Denied - For US dealers only	0.1	N/A

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

* The amount identified in “Net Item” should represent the actual cost of the woven polyester electrical tape needed to perform the required repairs, not to exceed \$0.66 USD/CAD.

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

CUSTOMER NOTIFICATION

General Motors will notify customers of this special coverage on their vehicles (see copy of typical customer letter included with this bulletin - actual divisional letter may vary slightly).



October 2015

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

As the owner of a 2003-2015 model year Chevrolet Express or GMC Savana vehicle equipped with power seat adjust – Driver 6 Way, or 2009-2010 model year Chevrolet Colorado or GMC Canyon; or 2010 model year Buick Enclave, Cadillac SRX, Chevrolet Equinox, Chevrolet Malibu, Chevrolet Traverse, GMC Acadia, GMC Terrain, or Saturn Outlook vehicle, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2003-2015 model year Chevrolet Express and GMC Savana vehicles equipped with power seat adjust – Driver 6 Way, and 2009-2010 model year Chevrolet Colorado and GMC Canyon; and 2010 model year Buick Enclave, Cadillac SRX, Chevrolet Equinox, Chevrolet Malibu, Chevrolet Traverse, GMC Acadia, GMC Terrain, and Saturn Outlook vehicles may have a condition where the seatbelt warning light and chime audible warnings may illuminate while the seatbelt is buckled.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2003-2015 model year Chevrolet Express or GMC Savana vehicle equipped with power seat adjust – Driver 6 Way, or 2009-2010 model year Chevrolet Colorado or GMC Canyon; or 2010 model year Buick Enclave, Cadillac SRX, Chevrolet Equinox, Chevrolet Malibu, Chevrolet Traverse, GMC Acadia, GMC Terrain, or Saturn Outlook vehicle within 10 years of the date your vehicle was originally placed in service or 120,000 miles (193,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: 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 October 31, 2016, unless state law specifies a longer reimbursement period.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-800-521-7300	1-800-832-8425
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Saturn	1-800-553-6000	1-800-833-6000
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 are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Terry M. Inch
Executive Director
Global Connected Customer Experience

Enclosure
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