



# Program Bulletin

## CUSTOMER SATISFACTION PROGRAM

**SUBJECT:** Material Over Sensing and Diagnostic Module Retaining Moisture

**MODELS:** 2007-2009 Chevrolet Silverado  
2007-2009 GMC Sierra  
Currently or Previously Registered in Alaska, Connecticut, Delaware, District of Columbia, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, West Virginia, Wisconsin

This bulletin has been revised to clarify step 5 of the service procedure. Please discard all copies of bulletin 09184B.

### CONDITION

Certain 2007-2009 model year Chevrolet Silverado and GMC Sierra vehicles currently or previously registered in Alaska, Connecticut, Delaware, District of Columbia, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, West Virginia, and Wisconsin may have a condition in which the sensing and diagnostic module (SDM) may corrode due to a significant quantity of snow and/or water containing road salt or other contaminants entering the vehicle and saturating the acoustical padding beneath the carpet. The SDM is located under the driver's seat beneath the acoustical padding. If sufficient moisture collects and is retained in the padding, it may cause excessive corrosion under the SDM that could compromise the module seal and allow water intrusion that could result in SDM malfunction. If this condition exists, the airbag readiness light or a "Service Airbag" message on the Driver Information Center (DIC) may illuminate. In rare cases, the vehicle may contact OnStar® and the seat belt pretensioners or front airbags may deploy.

### CORRECTION

Dealers are to remove the acoustical pad above the SDM, inspect the SDM, and replace the SDM, if necessary.

### 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 dealers through the GM GlobalConnect Recall Reports. 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 (GMCC&A). 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.

**Important:** It is estimated that only 0.5% of involved vehicles will require an airbag sensing and diagnostic module (SDM) replacement. Please order parts accordingly.

Part Number	Description	Quantity/Vehicle
*	Airbag Sensing and Diagnostic Module (if required)	1

\* Refer to the vehicle identification number (VIN) and GM Electronic Parts Catalog (EPC) to order an airbag sensing and diagnostic module.

### SERVICE PROCEDURE

- Determine if the airbag sensing and diagnostic module (SDM) requires replacement using the appropriate diagnostic information in SI and a scan tool. Check for airbag diagnostic trouble codes or an airbag readiness light on the instrument panel cluster.
  - If the SDM does NOT require replacement, proceed to step 2.
  - If the SDM requires replacement, proceed to step 2.
- If the vehicle is equipped with vinyl flooring and there is no cutout flap or slit under the driver's seat, no further action is required unless the SDM requires replacement. Refer to steps 6 and 7 if the vehicle is equipped with vinyl flooring and the SDM requires replacement. For all other vehicles, proceed to step 3.

**Note:** Driver seat removal is NOT required for crew cab or extended cab vehicles. Certain 2009 regular cab vehicles built after approximately March 1, 2009 with carpet that has a 2-sided cutout over the SDM, however, will require driver seat removal. Refer to *Front Seat Replacement-Bucket* in SI. After the seat removal, proceed to step 4 in the bulletin. Regular cab vehicles with carpet that has a 3-sided cut over the SDM do NOT require seat removal.



3. Move the driver's seat to the full forward or rearward position.



**Note:** Carpet and cutout flap (2) shown with the driver's seat removed from the vehicle for illustration purposes only. Seat removal is NOT required to gain access to the acoustical pad (3).

**Note:** If there is no cutout flap or slit on the vinyl flooring, no further action is required unless the SDM requires replacement. If the vehicle is equipped with vinyl flooring with a slit only, insert your hand into the slit and tear out all of the acoustical pad (3) over the top of the SDM.

4. Lift the cutout flap (2) in the carpet or vinyl to gain access to the acoustical pad (3) that covers the SDM.



**Note:** Seat removed for illustration purposes only

5. Using your hand, tear away and remove the acoustical pad (3) that covers the SDM (4). Ensure that there is at least a minimum of 13mm (1/2 inch) clearance between the padding to the SDM (4) and no acoustical pad remains over, or in contact with, the SDM (4).
  - If SDM replacement is NOT required proceed to step 8.
  - If SDM replacement is required, proceed to steps 6-7.

**Note:** If vehicles equipped with vinyl flooring without a cutout flap or slit require an SDM replacement, remove the front driver seat and lift up the vinyl flooring to gain access to the SDM. Refer to *Front Seat Replacement-Bucket* in SI. Remove the acoustical pad that covers the SDM BEFORE installing the new SDM.

6. Remove the SDM. Refer to *Airbag Sensing and Diagnostic Module Replacement* in SI.
7. Install a new SDM. Refer to *Airbag Sensing and Diagnostic Module Replacement* in SI.
8. Lower the carpet or vinyl cutout flap over SDM (4) and adjust the driver's seat to the customer-desired position.

### CUSTOMER REIMBURSEMENT

Customer requests for reimbursement of previously paid repairs for the recall condition are to be submitted to the dealer by November 30, 2015, 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.

#### 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 transaction for approval, it must be submitted prior to the repair transaction.*

Labor Code	Description	Labor Time	Net Item
V2133	Remove Acoustical Pad from the SDM Area	0.2	N/A
	Add: Seat Removal (Regular Cab with 2-Sided Cutout Only) (Vehicles built after approximately March 1, 2009)	0.3	
	Add: SDM Inspection – SDM Replacement NOT Required	0.3	
V2156	Inspect – No Further Action Required – Vinyl Flooring with No Cutout Flap	0.2	N/A
	Add: SDM Inspection – SDM Replacement NOT Required	0.3	
9101082	Remove Acoustical Pad from the SDM Area, Replace SDM (Includes SDM Inspection)	1.2	N/A
	Add: Seat Removal (Regular Cab with 2-Sided Cutout Only or Vehicles Equipped with Vinyl Flooring Without Cutout Flap or Slit)	0.3	
9101087	Customer Reimbursement Approved	0.2	*
9101088	Customer Reimbursement Denied – For US 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 dollar amount reimbursed to the customer.

## CUSTOMER NOTIFICATION – For US and Canada

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

## 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.



Dear General Motors Customer:

We have learned that your 2007, 2008, or 2009 model year Chevrolet Silverado or GMC Sierra, currently or previously registered in Alaska, Connecticut, Delaware, District of Columbia, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, West Virginia, and Wisconsin may have a condition in which the sensing and diagnostic module (SDM) may corrode due to a significant quantity of snow and/or water containing road salt or other contaminants entering the vehicle and saturating the acoustical padding beneath the carpet. The SDM is located under the driver's seat beneath the acoustical padding. If sufficient moisture collects and is retained in the padding, it may cause excessive corrosion under the SDM that could compromise the module seal and allow water intrusion that could result in SDM malfunction. If this condition exists, the airbag readiness light or a "Service Airbag" message on the Driver Information Center (DIC) may illuminate. In rare cases, the vehicle may contact OnStar® and the seat belt pretensioners or front airbags may deploy.

Your satisfaction with your 2007, 2008, or 2009 model year Chevrolet Silverado or GMC Sierra is very important to us, so we are announcing a program to prevent this condition.

**What We Will Do:** Your dealer will remove the acoustical pad above the SDM, inspect the SDM, and replace the SDM, if necessary. This service will be performed for you at *no charge 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.

**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 November 30, 2015, 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
GMC	1-800-462-8782	1-888-889-2438
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 GM vehicle provides you many miles of enjoyable driving.

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

Enclosure  
09184C

GM CUSTOMER CARE AND AFTERSALES  
DCS3867  
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 9, 2015

Subject: 09184C - Customer Satisfaction Program  
Material Over Sensing and Diagnostic Module Retaining Moisture  
Service Procedure Revised

Models: 2007-2009 Chevrolet Silverado  
2007-2009 GMC Sierra  
Currently or Previously Registered in Alaska, Connecticut,  
Delaware, District of Columbia, Illinois, Indiana, Iowa, Maine,  
Maryland, Massachusetts, Michigan, Minnesota, Missouri, New  
Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode  
Island, Vermont, West Virginia, Wisconsin

To: All Chevrolet and GMC Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and  
Service Director, Parts Manager, Used Vehicle Sales Manager,  
and Warranty Administrator

This bulletin has been revised to clarify step 5 of the service procedure. Please see the attached bulletin for details and discard all copies of bulletin 09184B.

GM CUSTOMER CARE AND AFTERSALES