



Service Bulletin

SPECIAL COVERAGE

SUBJECT: Special Coverage Adjustment – Airbag Readiness Light / Supplemental Inflatable Restraint (SIR) Light On

MODELS: 2004-2009 Chevrolet Colorado Extended Cab
2004-2009 GMC Canyon Extended Cab

CONDITION

On certain 2004-2009 model year Chevrolet Colorado and GMC Canyon extended cab vehicles, the wires in the rear-door-wire harness may fatigue and break. If one or more of the wires break, the vehicle's airbag readiness light/SIR light will illuminate. A broken wire may also trigger diagnostic trouble codes(s) (DTC) B0057, B0058, B0059, B0064, B0065, and B0066, and could also disable the front driver/passenger seat-belt pretensioner. This condition does not affect the operation of the vehicle's airbags.

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 to replace the rear door wire harness. 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 11, 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 11, 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).

Note: Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which harness assembly to order.

Part Number	Description	Quantity/Vehicle
10383630	Harness Asm-RR Side Door WRG	As Required
15214393	Harness Asm-RR Side Door WRG	As Required
20806140	Harness Asm-RR Side Door WRG	As Required
20806141	Harness Asm-RR Side Door WRG	As Required

SERVICE PROCEDURE

- Using the diagnostic steps in SI, determine if DTC codes B0057, B0058, B0059, B0064, B0065, or B0066 are set. If none of the listed DTC's are set, no further action is required. Advise the customer that the Airbag Readiness Light/SIR light condition is not covered by this bulletin.
- If DTC codes B0057, B0058, B0059, B0064, B0065, or B0066 are set, replace the left or right rear side door wiring harness identified by the DTC. Do not replace both harnesses if only one is setting the DTC. Refer to the Rear Side Door Harness Replacement section below.

Rear Side Door Harness Replacement

- Remove the lower door trim panel on the effected door. Refer to *Rear Side Access Door Trim Panel Replacement* in SI. It is not necessary to remove the upper panel.

Note: It is not necessary to remove the seat belt, only the lower mounting bolt on the access door.



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- Remove the rubber boot from the door pillar. Gently pull the body harness through the hole exposing the connectors.



3. Disconnect the rear side door wiring harness connectors at the door pillar.
4. Disconnect the rear side door wiring harness from the door connectors.
5. Release the harness clips from the inner door frame and remove the harness.
6. Install the new harness, insert the retaining clips into the same location as the original harness.
7. Connect the new harness to the door components.



8. Connect the harness to the door pillar connector. Insure the rubber boot is seated properly at both ends.
9. Reinstall the lower door trim panel on the effected door. Refer to *Rear Side Access Door Trim Panel Replacement* in SI.
10. Clear 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

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.

WARRANTY TRANSACTION INFORMATION

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

Labor Code	Description	Labor Time	Net Item
9900204	Inspection Only ---No further Action Required	0.3	N/A
9900205	Install Rear Side Door Wiring Harness-Includes Inspection ADD: Install Both Rear Side Door Wiring Harnesses	0.7 0.4	N/A
9900206	Customer Reimbursement Approved	0.2	*
9900207	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 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 2004-2009 model year Chevrolet Colorado or GMC Canyon vehicle, your satisfaction with our product is very important to us.

This letter is intended to make you aware that on certain 2004-2009 Chevrolet Colorado and GMC Canyon extended cab vehicles, the wires in the rear-door-wire harness may fatigue and break. If one or more of the wires break, the vehicle's airbag readiness light/SIR light will illuminate. A broken wire may also trigger diagnostic trouble codes(s) (DTC) and could also disable the front driver/passenger seat-belt pretensioner. This condition does not affect the operation of the vehicle's airbags.

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 2004-2009 model year Chevrolet Colorado or GMC Canyon 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)
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 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 President
Global Connected Customer Experience

Enclosure
14609

GM CUSTOMER CARE AND AFTERSALES
DCS3770
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 15, 2015

Subject: 14609 – Special Coverage Adjustment
Airbag Readiness Light / Supplemental Inflatable Restraint (SIR)
Light On

Models: 2004-2009 Chevrolet Colorado Extended Cab
2004-2009 GMC Canyon Extended Cab

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

General Motors is releasing Special Coverage Adjustment 14609 today. The total number of U.S. vehicles involved is approximately 189,769. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in the near future.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated in the near future.

Campaign Initiation Detail Report (CIDR)

The CIDR is not available for Special Coverage Adjustments.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES