



Service Bulletin


Bulletin No.: 19-NA-168

Date: July, 2019

TECHNICAL

Subject: Airbag Warning Lamp Illuminated in Driver Information Center (DIC), DTCs B0014 0E, B0021 0E Set

Brand:	Model:	Model Year:		Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Buick	Encore	2018	2019				
Chevrolet	Trax						

Involved Region or Country	North America and N.A. Export Regions
Condition	Some customers may comment on the airbag warning lamp being illuminated in the Driver Information Center (DIC). Technicians may find DTCs B0014 0E, B0021 0E set.
Cause	 <p style="text-align: right; font-size: small;">5380951</p> <p>This condition may be caused by the driver's side airbag connector and CPA not being fully engaged, as shown in the graphic above.</p>
Correction	Remove the driver front seat outboard seat back airbag and re-seat the CPA clip for the airbag.

Service Procedure

1. Remove the driver front seat outboard seat back airbag. Refer to *Front Seat Outboard Seat Back Airbag Replacement* in SI.



5380952

2. Disconnect first, then reconnect the CPA clip fully for the front seat outboard seat back airbag, as shown in the graphic above.
3. Reinstall the driver front seat outboard seat back airbag. Refer to *Front Seat Outboard Seat Back Airbag Replacement* in SI.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
6486008*	Re-Seat the CPA Clip for the Front Seat Outboard Seat Back Air Bag	0.9 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	Released July 25, 2019

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT VOLUNTARY
TECHNICIAN
CERTIFICATION