



Service Bulletin

SPECIAL COVERAGE

SUBJECT: Special Coverage Adjustment – Driver Airbag Light On

MODELS: 2008-2009 Chevrolet HHR SS
2009 Chevrolet Cobalt
2009 Pontiac G5, Solstice
2009 Saturn Sky

CONDITION

Certain 2009 Chevrolet Cobalt, Pontiac G5, Solstice, Saturn Sky, and 2008-2009 Chevrolet HHR SS vehicles may have a condition in which the steering wheel airbag coil wires to the driver airbag may become chafed on a sharp edge of the steering wheel horn plate. In vehicles with this condition, the airbag indicator lamp may be continuously or intermittently illuminated in the instrument panel cluster, and DTC codes B0012 or B0013 may be stored in the Supplemental Inflatable Restraint (SIR) system. If this condition is not corrected and a chafed wire were to ground to the horn plate, the driver airbag may not deploy in the event of a vehicle crash.

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 install woven polyester electrical tape (PET) tape around the two yellow SIR wires and the metal horn plate to prevent a grounding condition from developing. Also, if the airbag coil wires are determined to be damaged, dealers are to replace the steering wheel airbag coil. 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 February 16, 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 February 16, 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 (GMCC&A) and Kent Industries.

Note: Only order the Steering Wheel Airbag Coil if step #2 indicates the wiring is damaged.

Part Number	Description	Quantity/Vehicle
20940100	Steering Wheel Airbag Coil (See Above Note)	1
*1089482	Kent Automotive Woven Polyester Electrical Tape	As Required (submit as Net Item)

* This product is currently available from Kent Industries (1-888-YES-KENT).

SERVICE PROCEDURE

Verify that the Steering Wheel Airbag Coil requires service. Ensure DTC code B0012 or B0013 is stored in the Supplemental Inflatable Restraint (SIR) system.

- If DTC code B0012 or B0013 is not stored in the Supplemental Inflatable Restraint (SIR) system, no further action is required. Inform the customer that any additional diagnosis and repairs are not covered under this special coverage.
- If DTC code B0012 or B0013 is present, use the following steps further diagnose the condition.

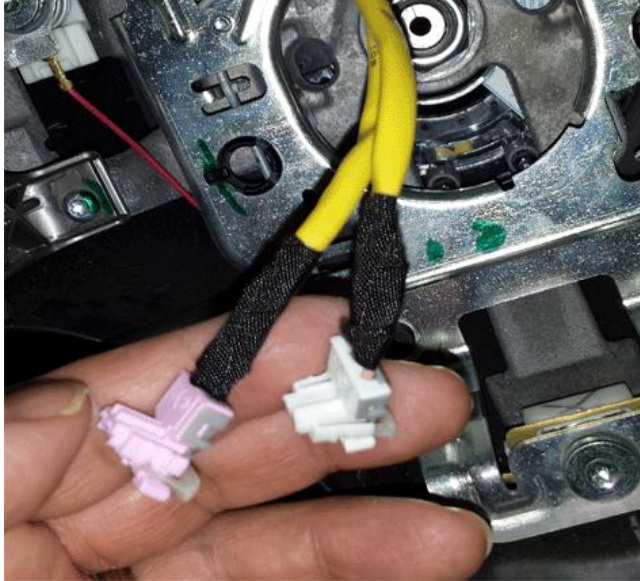
1. Remove the steering wheel inflatable restraint module. Refer to *Steering Wheel Inflatable Restraint Module Replacement* in SI.



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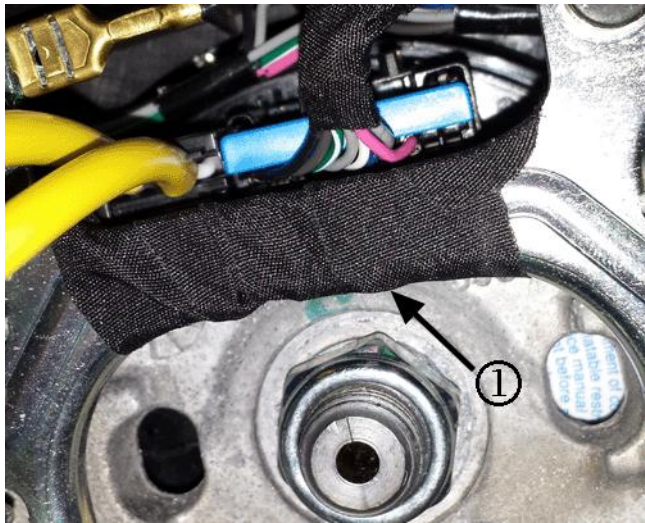
2. Inspect the yellow SIR wiring harness that connects the steering wheel inflatable restraint module to the steering wheel inflatable restraint module coil. Look for any chafing, cracks or areas where the wiring, insulation or protective wire sleeve has been damaged.
 - If the inspection of the wiring harness reveals a condition that may allow the wiring to short to ground, replace the steering wheel inflatable restraint module coil. *Refer to Steering Wheel Inflatable Restraint Module Coil Replacement* in SI for replacement procedures. Proceed to the next step and install the protective material.
 - If the wiring does not show any damage, proceed to the next step and install the protective material. Inform the customer that any additional diagnosis and repairs are not covered under this special coverage.

3. With the steering wheel inflatable restraint module removed, use the following steps to install woven polyester electrical tape (PET) tape around each yellow wire and the metal horn plate.
4. Slide the yellow sleeves on the SIR coil harness away from the connector end, as far towards the column as possible.



4073298

5. Wrap woven polyester electrical tape (PET) around each wire from the sleeve end toward the connector, to secure the sleeve from sliding back down.



4074406

Note: After installing the protective material, verify the metal horn plate does not bind or stick as a result of the tape installation.

6. Wrap PET (1) around the top of the stamped steel horn plate and through the opening between the metal. Overlap the tape 50% the complete length of the opening.
7. Complete the installation of the steering wheel steering wheel airbag coil. Refer to *Steering Wheel Inflatable Restraint Module Coil Replacement* in SI.
8. Verify that all of the steering wheel functions perform correctly.

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 March 31, 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. 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 March 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.

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
9900098	Diagnostic Time and Install Protective Material On Horn Plate and Wiring	0.5	*
9900099	Replace Steering Wheel Airbag Coil	0.5	N/A
9900100	Customer Reimbursement Approved	0.2	**
9900101	Customer Reimbursement Denied - For US dealers only	0.1	N/A

* The amount identified in "Net Item" should represent the actual sum total of the current GMCC&A Dealer net price for

Woven Polyester Electrical Tape

needed to perform the required repairs, not to exceed \$1.25 USD, \$1.40 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

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).



February 2015

Dear General Motors Customer:

As the owner of a 2009 Chevrolet Cobalt, Pontiac G5, Solstice, Saturn Sky or 2008-2009 Chevrolet HHR SS your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2009 Chevrolet Cobalt, Pontiac G5, Solstice, Saturn Sky, and 2008-2009 Chevrolet HHR SS vehicles may have a condition in which the steering wheel airbag coil wires to the driver airbag may become chafed on a sharp edge of the steering wheel horn plate. In vehicles with this condition, the airbag indicator lamp may be continuously or intermittently illuminated in the instrument panel cluster, and diagnostic trouble code (DTC) B0012 or B0013 may be stored in the Supplemental Inflatable Restraint (SIR) system. If this condition is not corrected and a chafed wire were to ground to the horn plate, the driver airbag may not deploy in the event of a vehicle crash.

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 2009 Chevrolet Cobalt, Pontiac G5, Solstice, Saturn Sky, or 2008-2009 Chevrolet HHR SS 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 March 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
Pontiac	1-800-762-2737	1-800-833-7668
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.

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

GM CUSTOMER CARE AND AFTERSALES
DCS3547
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 16, 2015

Subject: 14314 – Special Coverage Adjustment
Driver Airbag Light On

Models: 2008-2009 Chevrolet HHR SS
2009 Chevrolet Cobalt
2009 Pontiac G5, Solstice
2009 Saturn Sky

To: All GM 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 14314 today. The total number of U.S. vehicles involved is approximately 147425. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on March 6, 2015.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated February 16, 2015.

Campaign Initiation Detail Report (CIDR)

The CIDR is not available for Special Coverage Adjustments.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES