

GM CUSTOMER CARE AND AFTERSALES
DCS3192
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 23, 2014

Subject: 14030A – Safety Recall
Side Impact Airbag Connector
Revised Service Procedure & Customer Mailing

Models: Some 2008-09 and all 2010-13 Buick Enclave and GMC Acadia;
some 2009 and all 2010-13 Chevrolet Traverse; and some 2008-
09 and all 2010 Saturn OUTLOOK

To: All GM Dealers

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

The service procedure has been revised. A revision has been made to the Note statement before Step 5, and a Note statement has been added before Step 10. Please discard all copies of bulletin 14030.

In addition, the customer letter mailing will begin April 29, 2014. The letter will inform the customer of the recall. It will also inform them that parts are not available for the repair but that they will receive another letter when parts are available. A sample copy of the letter is attached to this message (actual letter may vary slightly).

END OF MESSAGE
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