



Program Bulletin



CUSTOMER SATISFACTION PROGRAM

SUBJECT: Low Beam Headlamp Inoperative - Replace Connector

MODELS: 2008-2010 Cadillac CTS
2010 Cadillac SRX
2007-2010 GMC Acadia
2007-2010 Saturn OUTLOOK
Equipped with Halogen Headlamps

.....
THIS PROGRAM IS IN EFFECT UNTIL DECEMBER 31, 2013.
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CONDITION

Certain 2008-2010 model year Cadillac CTS; 2010 model year Cadillac SRX; and 2007-2010 model year GMC Acadia and Saturn OUTLOOK vehicles equipped with halogen headlamps may have a condition in which the headlamp connector may lose electrical contact with the low beam headlamp bulb. This condition could cause the headlamp and/or daytime running lamp to work intermittently. This condition does not affect the high beam headlamps.

CORRECTION

Dealers are to replace the headlamp connectors and low beam headlamp bulbs.

VEHICLES INVOLVED

Involved are **certain** 2008-2010 model year Cadillac CTS; 2010 model year Cadillac SRX; and 2007-2010 model year GMC Acadia and Saturn OUTLOOK vehicles equipped with halogen headlamps. Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Required Field Actions section in the Global Warranty Management system. Not all vehicles may be involved.

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 US and Canadian dealers through the GM GlobalConnect Recall Reports, or

sent directly to export dealers. 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.

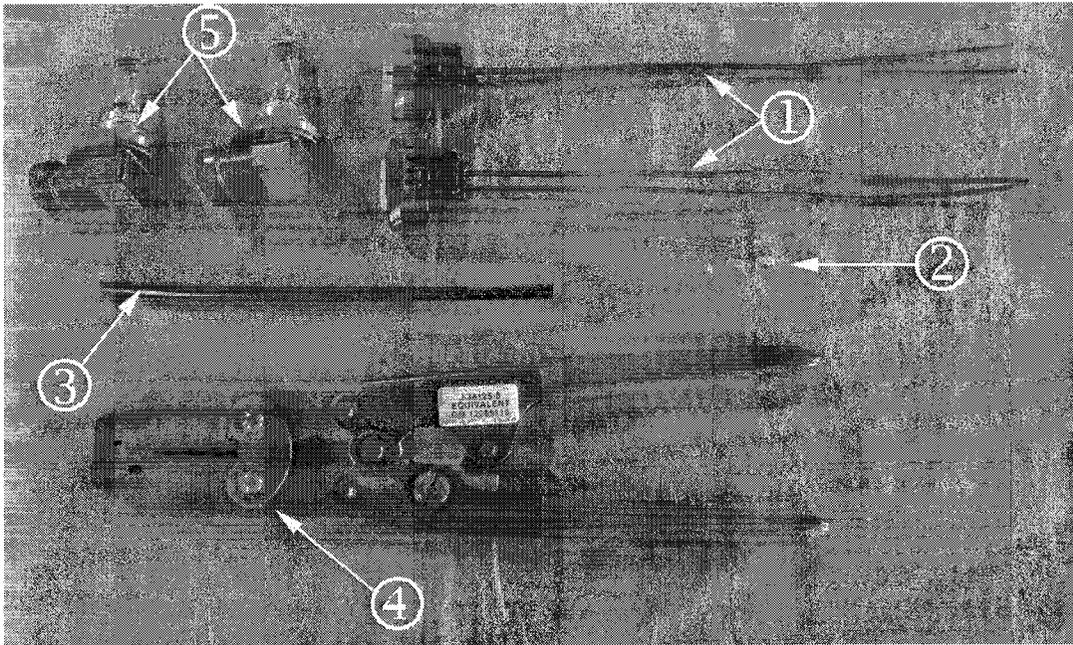
Part Number	Description	Quantity/Vehicle
22848987	BULB KIT, SPA	1
05297428	CLIP, DA WRG HARN	0-4 (If Required)

SERVICE PROCEDURE

GMC Acadia

Note: Perform the following procedure on both the left and right headlamp.

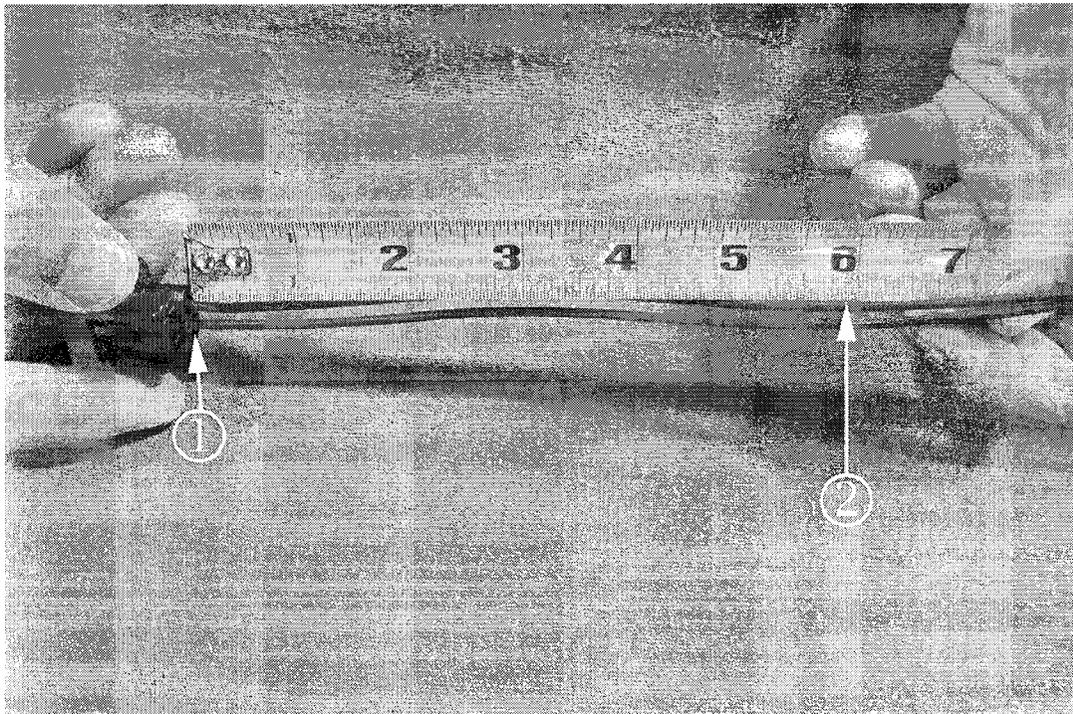
1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
2. Remove the front driver and passenger side tire and wheel assemblies. Refer to *Tire and Wheel Removal and Installation* in SI.
3. Remove the front wheelhouse liners. Refer to *Front Wheelhouse Liner Removal* in SI.
4. Remove low beam bulb service cap. Remove the front driver and passenger side low beam headlamp bulbs and pull the wiring harness to headlamp bulb through the service cap opening. Refer to *Headlamp Bulb Replacement* in SI.



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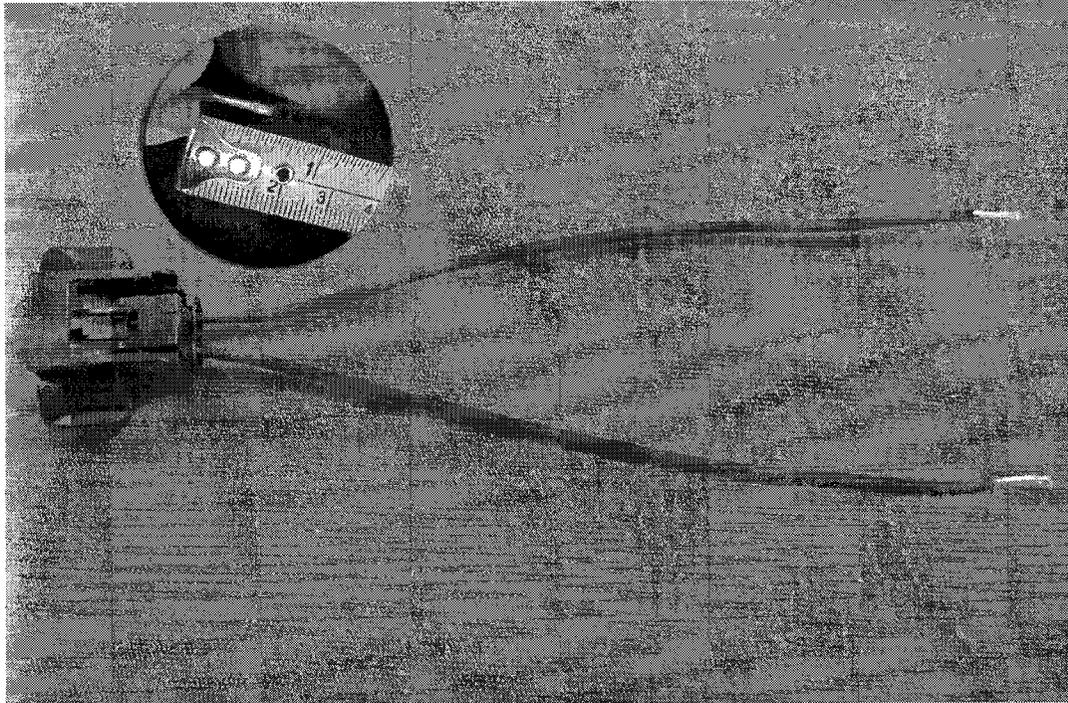
Note: The service kit, P/N 22848987, includes two service pigtails (1), four splice clips (2), one piece of heat shrinking tube (3) and two bulbs (5). Use Special Tool J-38125-8 (4) to complete the repair.

5. Locate the two service pigtails (1) included in kit P/N 22848987.



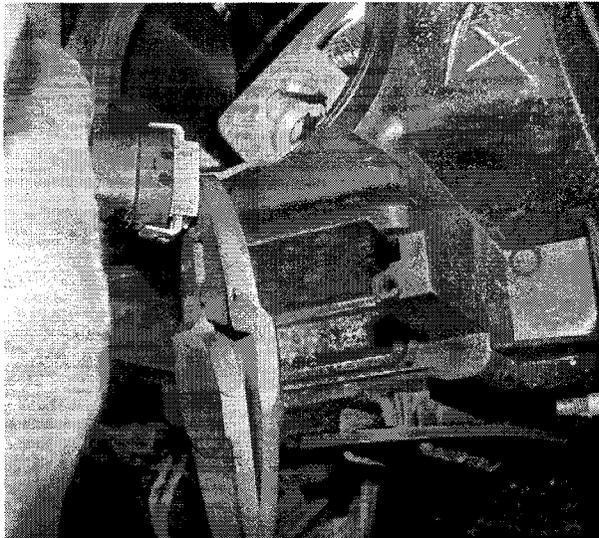
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6. Measure the length of the service pigtails. Measure the service pigtails from the back of the connector (1) to the end of the two wires. The length of the service pigtail should be 152 mm (6 in) in length.
7. Cut the two wires attached to the connector to 152 mm (6 in) in length (2).



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- 8. Remove 13 mm (1/2 in) of insulation from the two wire ends of the service pigtails.
- 9. Replace the connector.



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Note: If the head lamp wiring harness already has a service pigtail and connector attached with a splice, cut the wiring harness beyond the existing splice to ensure the old splice is removed from the head lamp harness.

- 9.1 Cut the wires of the headlamp harness at the base of the connector.

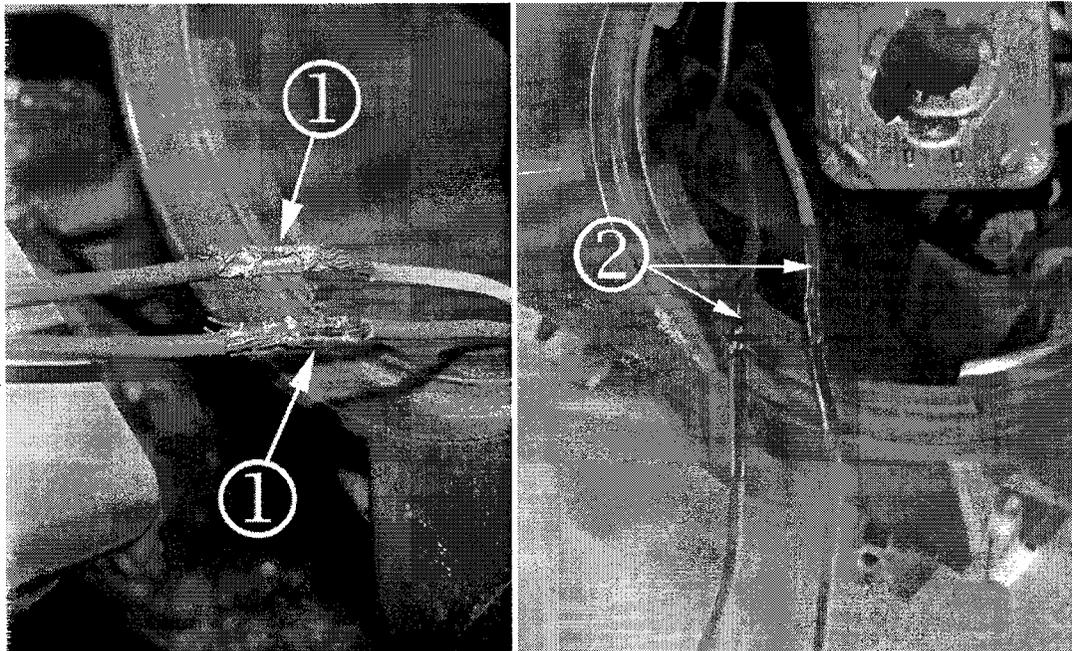


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9.2 Remove 13 mm (1/2 in) of insulation from the two wire ends of the headlamp wires.

Caution: Use only the splice clips and heat shrink tube provided in service kit P/N 22848987. Other splice sleeves and heat shrink tube may not protect the splice from moisture or contain an adhesive that will cause headlamp gassing. Use Special Tool J-38125-8, crimp nest F, to complete the repair. Cut the heat shrinking tube into four 38 mm (1.5) sections.

9.3 Install one 38 mm (1.5 in) section of heat shrink tube around each of the headlamp wires.



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9.4 Overlay the 13 mm (1/2 in) ends of exposed copper wires (1) over each other and crimp the splice clip over the wires using Special Tool J-38125-8, crimp nest F.

9.5 Inspect the crimp quality.

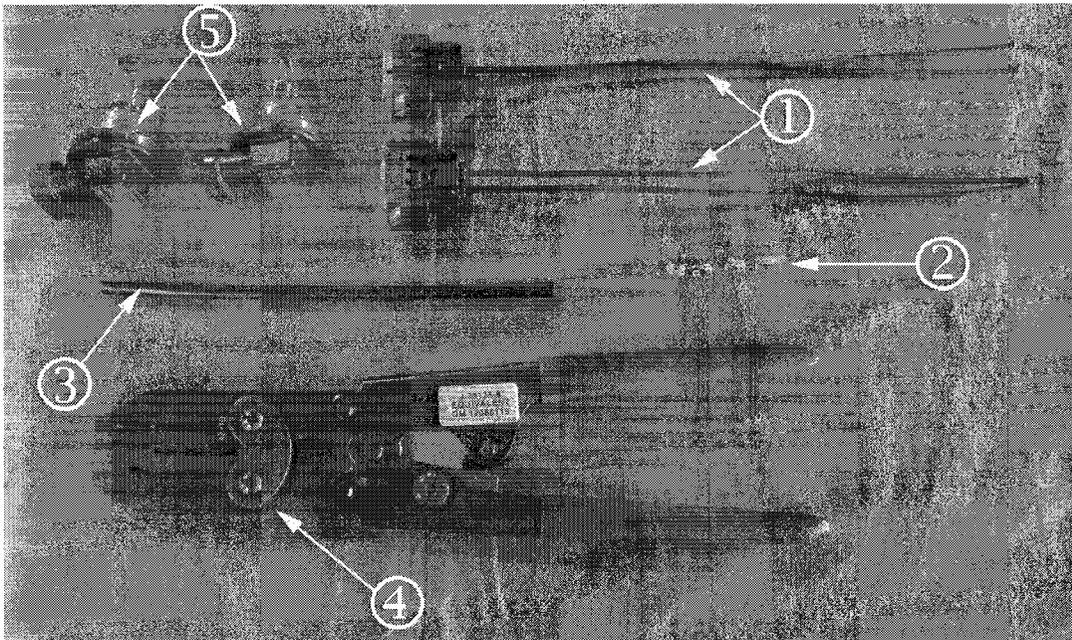
Caution: Keep the heat shrink above the splice when soldering the splice to ensure that the heat shrink is not prematurely shrunk and closed down over the wire or the splice area due to the heat from the soldering iron.

- 9.6 Solder the crimp and the splice clip.
- 9.7 Center the heat shrink tube (2) over the splice and use the Ultratorch, part numbers 12085116, J-38125-5, to shrink and seal the heat shrink tube (2) securely over the splice crimp and the insulated wires.
10. Install two new low beam headlamp bulbs.
11. Reinstall the wiring harness inside the headlamp housing and attach the connectors to the bulbs.
12. Adjust the location of the splice so that it is below the bulb and towards the back wall of the headlamp housing by manually pushing the splice clip down and rearwards toward the headlamp housing wall. Ensure both the harness and splices are not touching the lamp projector.
13. Verify that the headlamps are fully functional.
14. Replace bulb service caps.
15. Install the front wheelhouse liners. Refer to *Front Wheelhouse Liner Replacement* in SI.
16. Install the front tire and wheel assemblies. Refer to *Tire and Wheel Removal and Installation* in SI.
17. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

Saturn OUTLOOK

Note: Perform the following procedure on both the left and right headlamp.

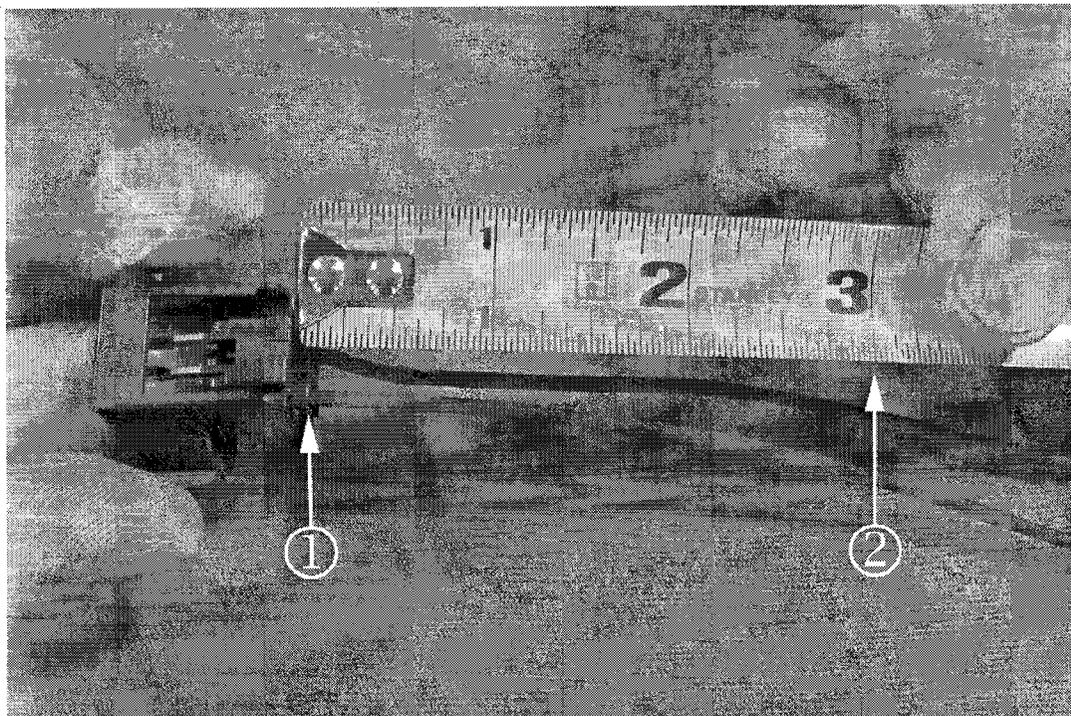
1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
2. Remove the front driver and passenger side tire and wheel assemblies. Refer to *Tire and Wheel Removal and Installation* in SI.
3. Remove the front wheelhouse liners. Refer to *Front Wheelhouse Liner Removal* in SI.
4. Remove low beam bulb service cap. Remove the front driver and passenger side low beam headlamp bulbs and pull the wiring harness to headlamp bulb through the service cap opening. Refer to *Headlamp Bulb Replacement* in SI.



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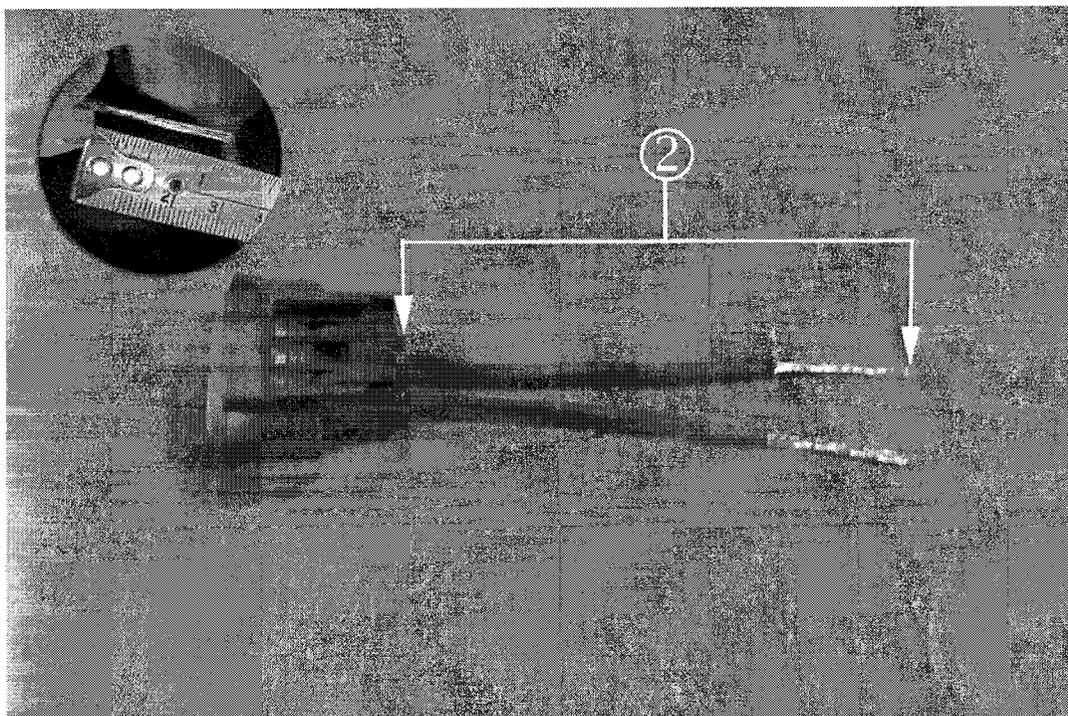
Note: The service kit, P/N 22848987, includes two service pigtails (1), four splice clips (2), one piece of heat shrinking tube (3) and two bulbs (5). Use Special Tool J-38125-8 (4) to complete the repair.

5. Locate the two service pigtails (1) included in kit P/N 22848987.



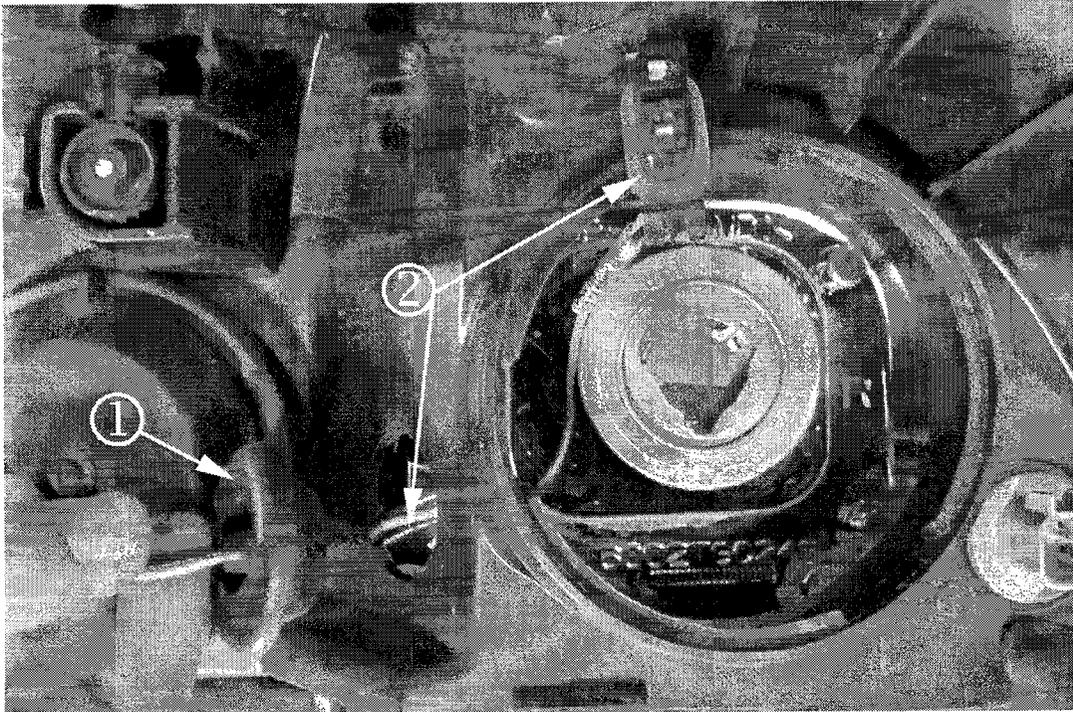
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6. Measure the length of the service pigtails. Measure the service pigtails from the back of the connector (1) to the end of the two wires. The length of the service pigtail should be 76 mm (3 in) in length.



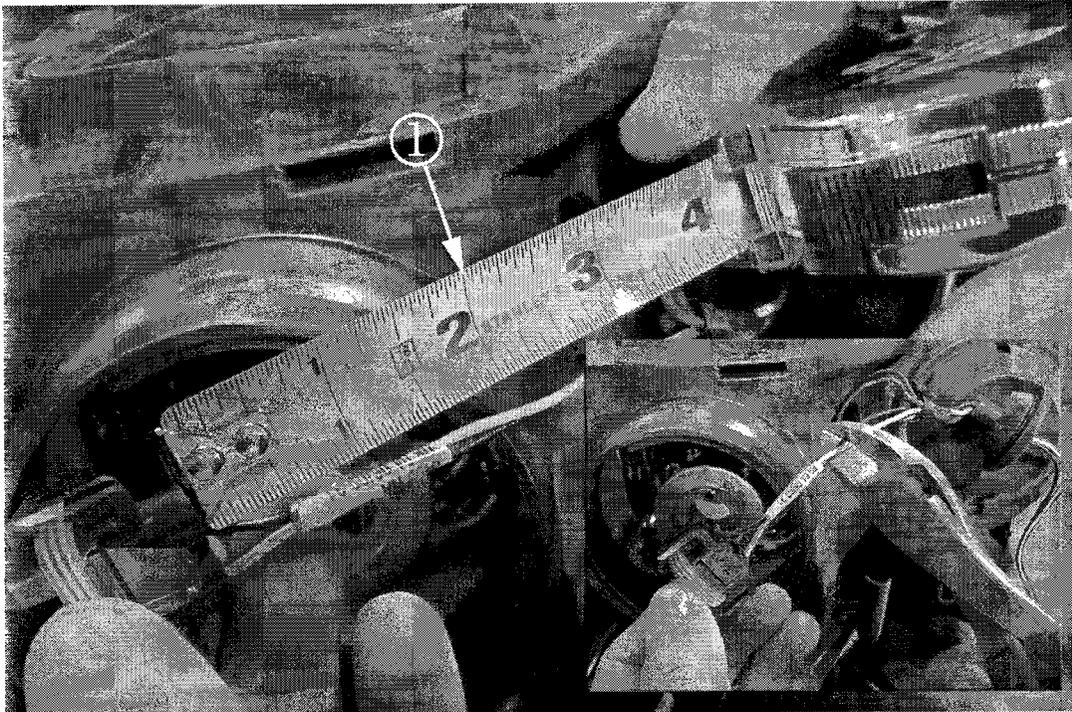
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7. Cut the two wires attached to the connector to 76 mm (3 in) in length (2).
8. Remove 25 mm (1 in) of insulation from the two wire ends of the service pigtails.



2740237

9. Remove grommet (1) from side wall of headlamp housing.
10. Remove wiring harness (2) through open grommet hole in headlamp housing.



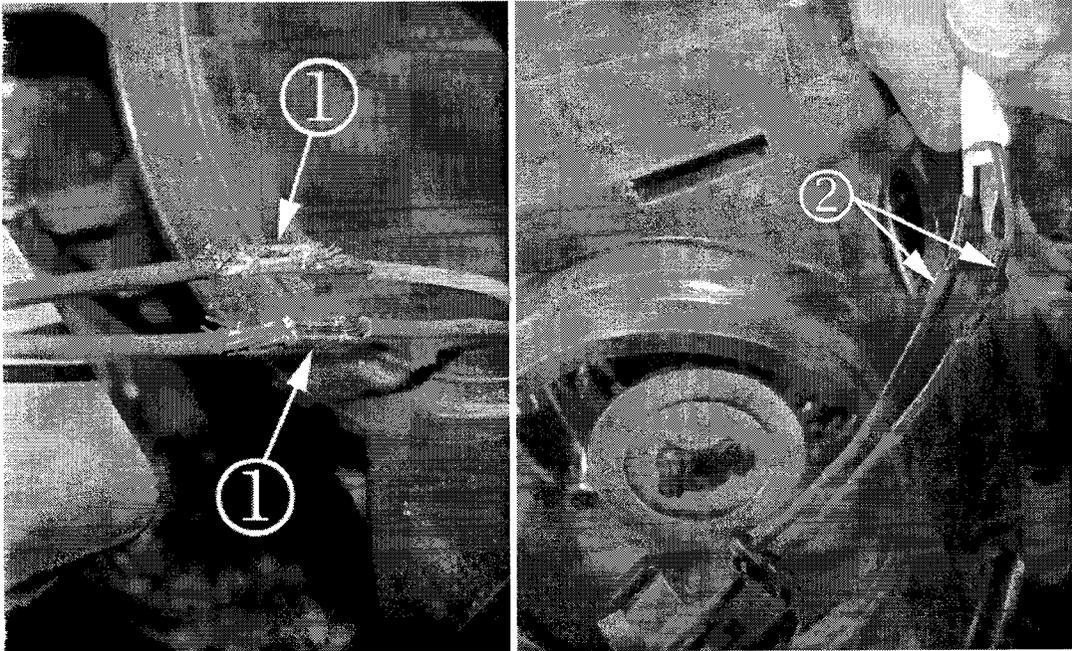
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Note: If the head lamp wiring harness already has a service pigtail and connector attached with a splice, cut the wiring harness beyond the existing splice to ensure the old splice is removed from the head lamp harness.

11. Cut the existing low beam connector and 51 mm (2 in) of wire from the existing low beam wiring harness (1).
12. Fold over the exposed wire on the service pigtail so that there is 13 mm (½ in) of folded wire prepared for the splice crimp. Do not fold over the exposed wire on the existing headlamp wiring harness.

Caution: Use only the splice clips and heat shrink tube provided in service kit P/N 22848987. Other splice sleeves and heat shrink tube may not protect the splice from moisture or contain an adhesive that will cause headlamp gassing. Use Special Tool J-38125-8, crimp nest F, to complete the repair. Inspect the crimp quality.

13. Cut the heat shrink tubing into four equal length pieces of 38 mm (1.5 in). Install the 38 mm (1.5) piece of heat shrink tubing over each of the existing headlamp wires prior to crimping. There are two pieces of 38 mm (1.5 in) heat shrink tube needed per head lamp.



14. Overlay the 13 mm (½ in) of exposed wire from the existing head lamp wiring harness and the folded over 13 mm (½ in) exposed wire of the service pigtail and crimp the splice clip over the exposed wire (1) using Special Tool J-38125-8, crimp nest F.
15. Inspect the crimp quality.
Caution: Keep the heat shrink above the splice when soldering the splice to ensure that the heat shrink is not prematurely shrunk and closed down over the wire or the splice area due to the heat from the soldering iron.
16. Solder the crimp.
17. Center the heat shrink tube (2) over the crimp and use the Ultratorch, part numbers 12085116, J-38125-5, to shrink and seal the heat shrink tube properly over the splice crimp and the insulated wires.
18. Install two new low beam headlamp bulbs.
19. Reinstall the wiring harness and the grommet into the headlamp housing making sure to seat the grommet properly to prevent water leaks into the head lamp.
20. Attach the low beam connector to the bulb.
21. Adjust the location of the splice clip so that it is below the bulb and towards the grommet by manually pushing the splice clip down and towards the grommet. Ensure both the harness and splices are not touching the lamp projector.
22. Verify that the headlamps are fully functional.
23. Install the front wheelhouse liners. Refer to *Front Wheelhouse Liner Replacement* in SI.
24. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

Cadillac CTS

Note: Perform the following procedure on both the left and right headlamp capsule.

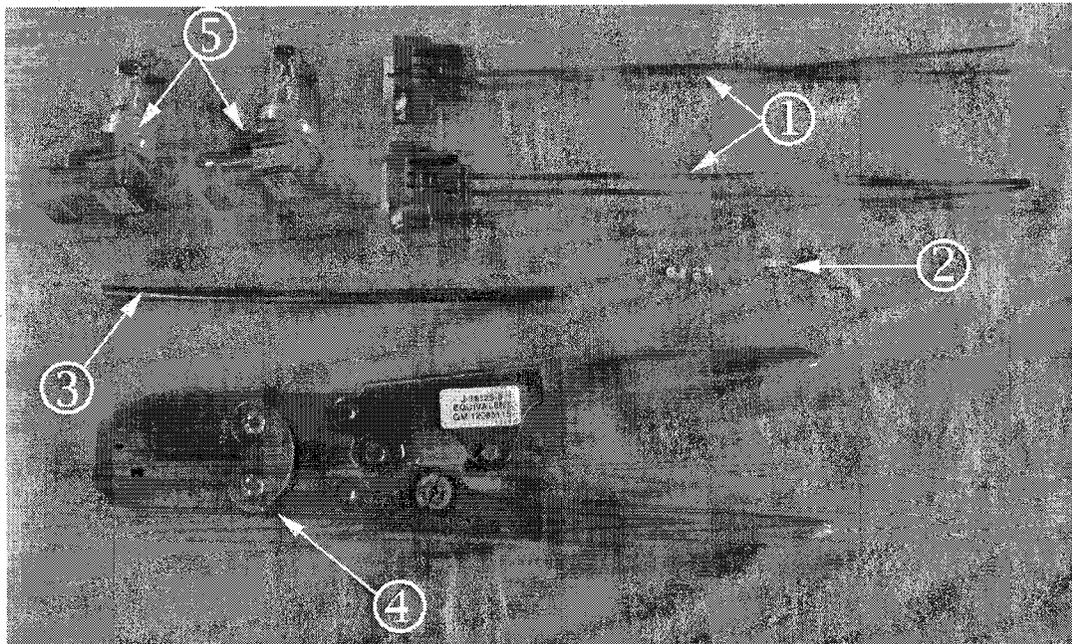
1. Remove the headlamp capsules from the vehicle. Refer to *Headlamp Capsule Replacement* in SI.
2. Place the headlamp capsules on a workbench.
3. Remove low beam bulb service cap.
4. Pull the wiring harness to headlamp bulb through the service cap opening.



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Note: If the head lamp wiring harness already has a service pigtail and connector attached with a splice, cut the wiring harness beyond the existing splice to ensure the old splice is removed from the head lamp harness.

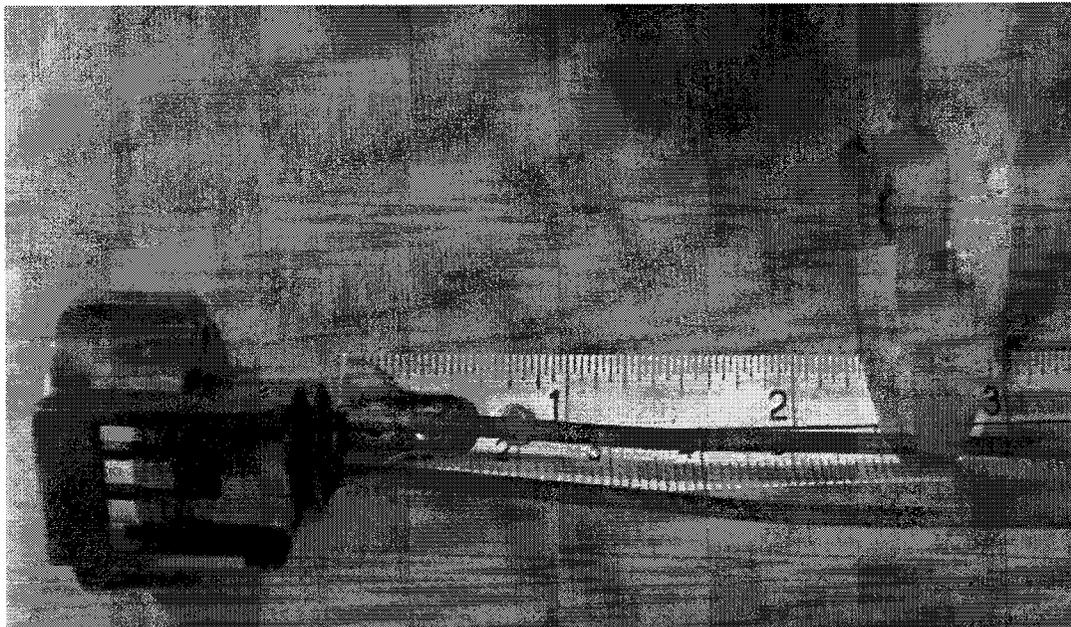
5. Cut the wires of the headlamp connector at the connector.



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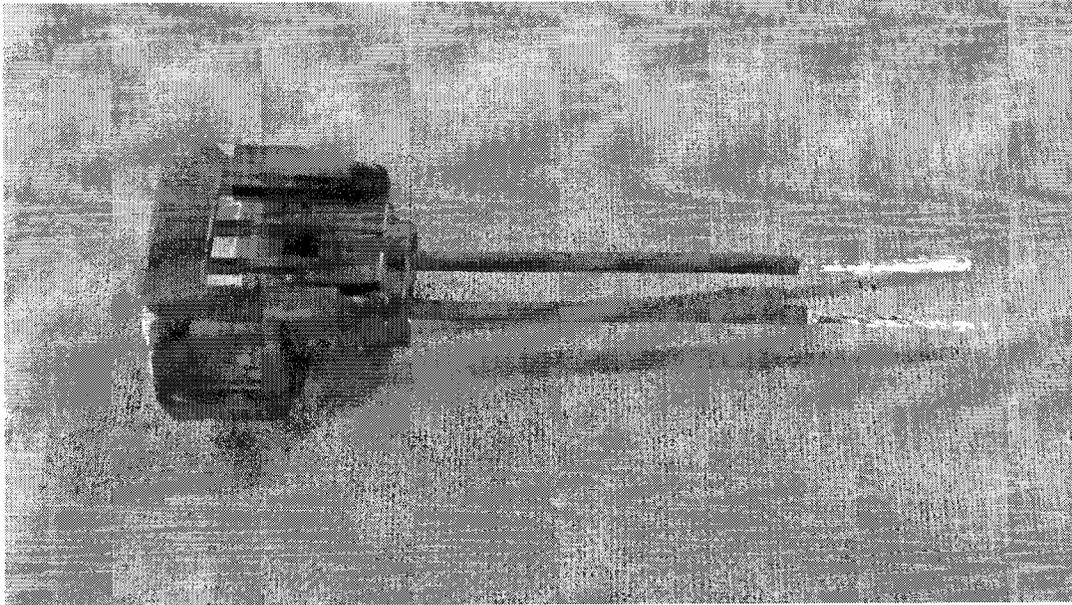
Note: The service kit, P/N 22848987, includes two service pigtails (1), four splice clips (2), one piece of heat shrinking tube (3) and two bulbs (5). Use Special Tool J-38125-8 (4) to complete the repair.

6. Locate the two service pigtails (1) included in kit P/N 22848987.



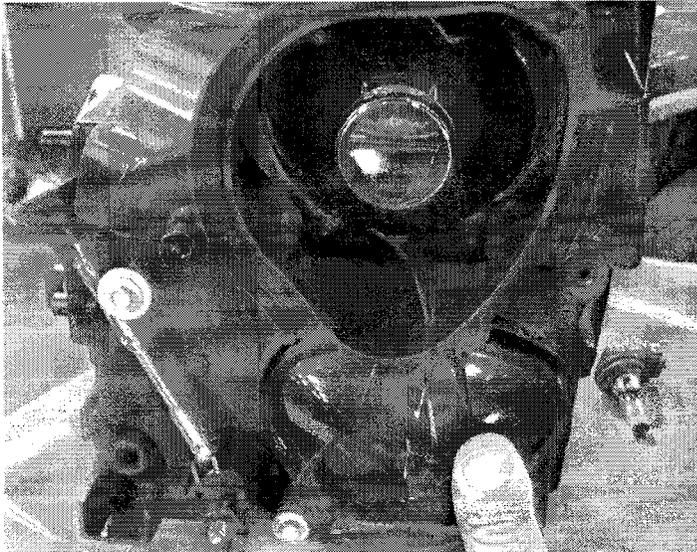
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7. Trim the length of the service pigtail wiring so that there is 63.5 mm (2.5 in) of wire exiting the connector.



2734420

8. Strip 25 mm (1 in) of insulation from the ends of the service pigtail wires.

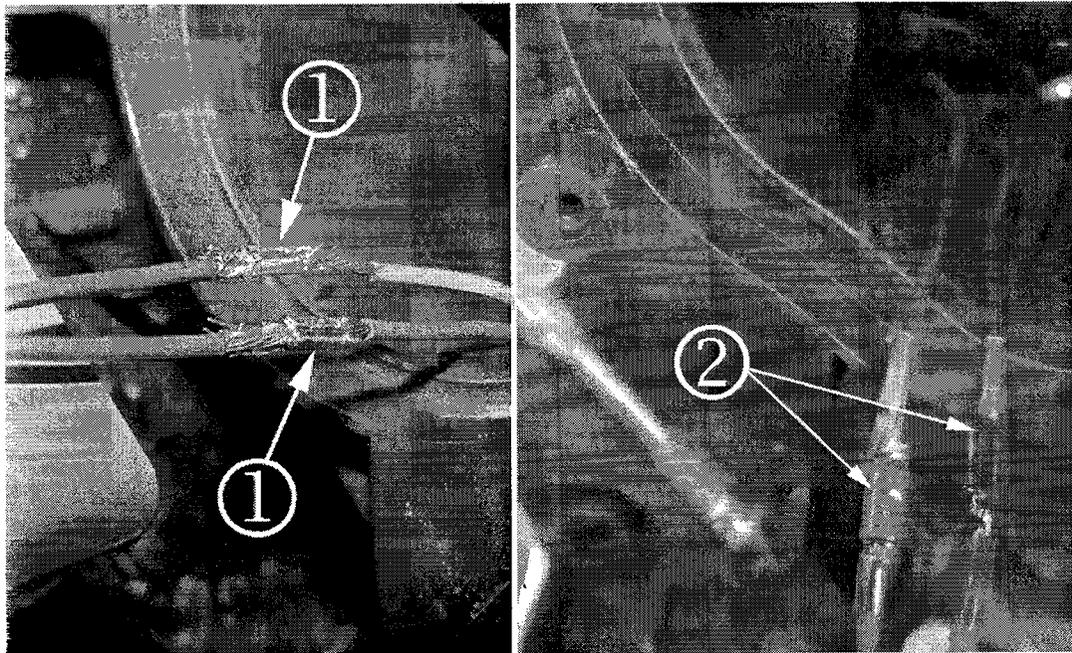


2734422

9. Strip 13 mm ($\frac{1}{2}$ in) of insulation from the ends of the existing headlamp wiring harness.
10. Fold over the exposed wire on the service pigtail so that there is 13 mm ($\frac{1}{2}$ in) of folded wire prepared for the splice crimp. Do not fold over the exposed wire on the existing headlamp wiring harness.

Caution: Use only the splice clips and heat shrink tube provided in service kit P/N 22848987. Other splice sleeves and heat shrink tube may not protect the splice from moisture or contain an adhesive that will cause headlamp gassing. Use Special Tool J-38125-8, crimp nest F, to complete the repair. Inspect the crimp quality.

11. Cut the heat shrink tubing into four equal length pieces of the 38 mm (1.5). Install the 38 mm (1.5) piece of heat shrink tubing over the ends of the existing headlamp wires prior to crimping. There are two pieces of the 38 mm (1.5) heat shrink tube needed per head lamp.



12. Overlay the 13 mm ($\frac{1}{2}$ in) of exposed wire from the existing head lamp wiring harness and the folded over 13 mm ($\frac{1}{2}$ in) exposed wire of the service pigtail and crimp the splice clip over the exposed wire (1) using Special Tool J-38125-8, crimp nest F.

13. Inspect the crimp quality.

Caution: Keep the heat shrink above the splice when soldering the splice to ensure that the heat shrink is not prematurely shrunk and closed down over the wire or the splice area due to the heat from the soldering iron.

14. Solder the crimp.

15. Center the heat shrink tube (2) over the crimp and use the Ultratorch, part numbers 12085116, J-38125-5, to shrink and seal the heat shrink tube properly over the splice crimp and the insulated wires.

16. Install two new low beam headlamp bulbs.

17. Reinstall the wiring harness into the headlamp housing.

18. Adjust the location of the splice clip so that it is below the bulb and at the bottom floor of the housing. Ensure both the harness and splices are not touching the lamp projector.

19. Install headlamp capsules. Refer to *Headlamp Capsule Replacement* in SI.

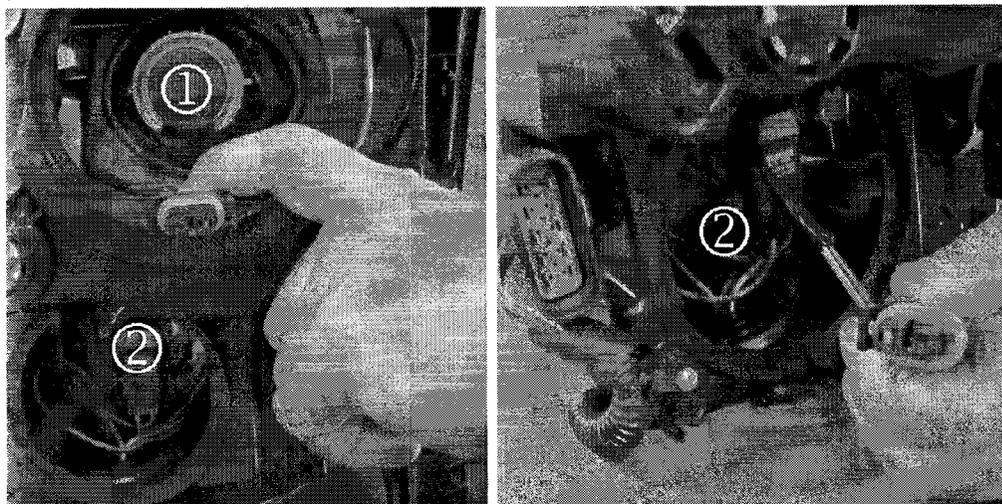
20. Verify that the headlamps are fully functional.

21. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

Cadillac SRX

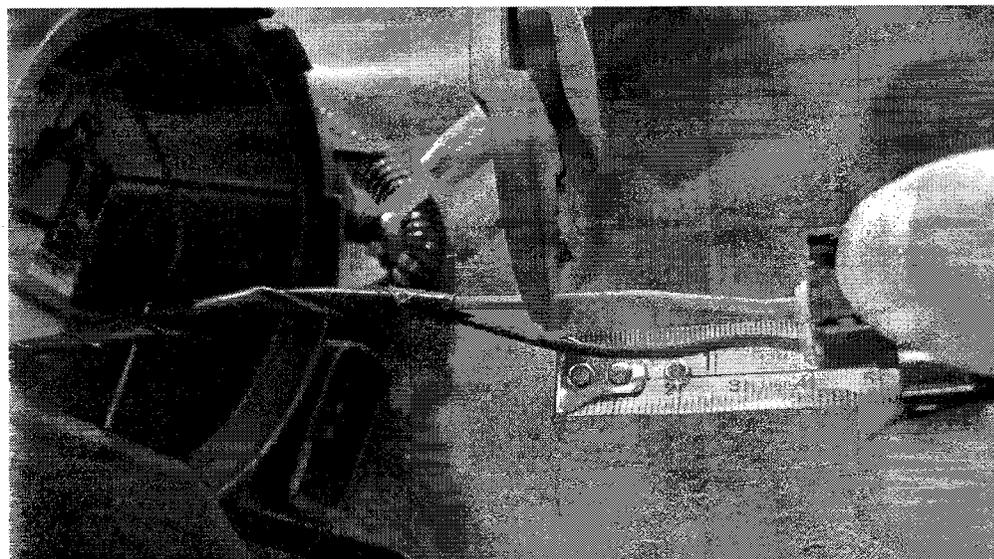
Note: Perform the following procedure on both the left and right headlamp capsule.

1. Remove the headlamp capsules from the vehicle. Refer to *Headlamp Capsule Replacement* in SI.
2. Place the headlamp capsules on a workbench.
3. Remove the low beam and high beam bulb service caps.
4. Pull the wiring harness to headlamp bulb through the high beam service cap opening.



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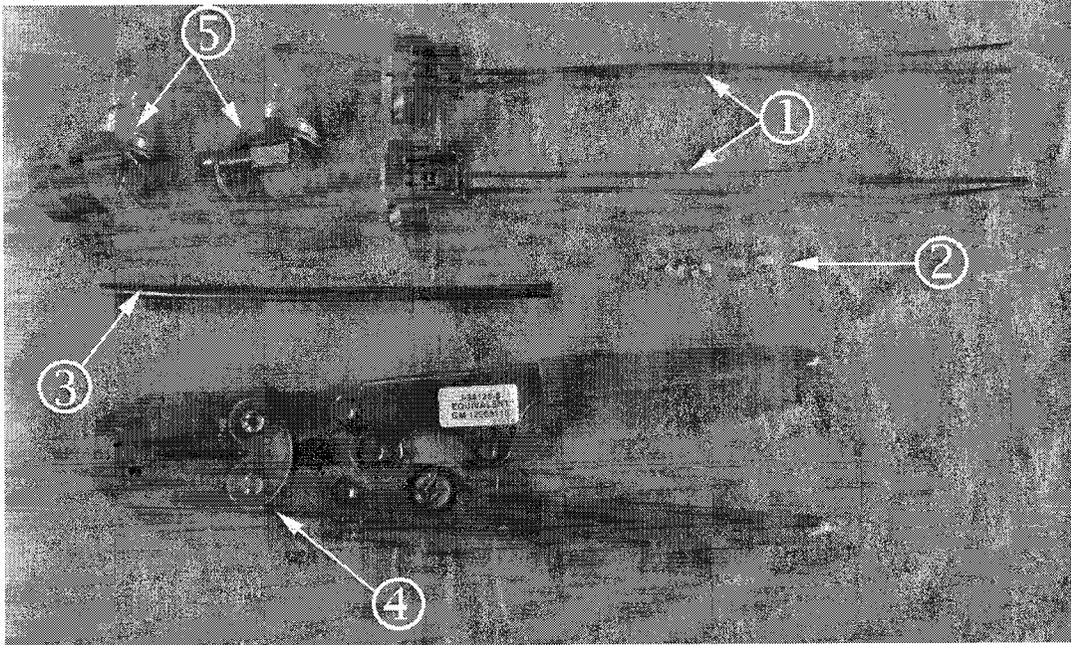
Note: Access to the low beam connector (1) is accomplished by routing the connector through the high beam access cap opening (located lower on lamp) (2) as shown in illustration.



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Note: If the head lamp wiring harness already has a service pigtail and connector attached with a splice, cut the wiring harness beyond the existing splice to ensure the old splice is removed from the head lamp harness.

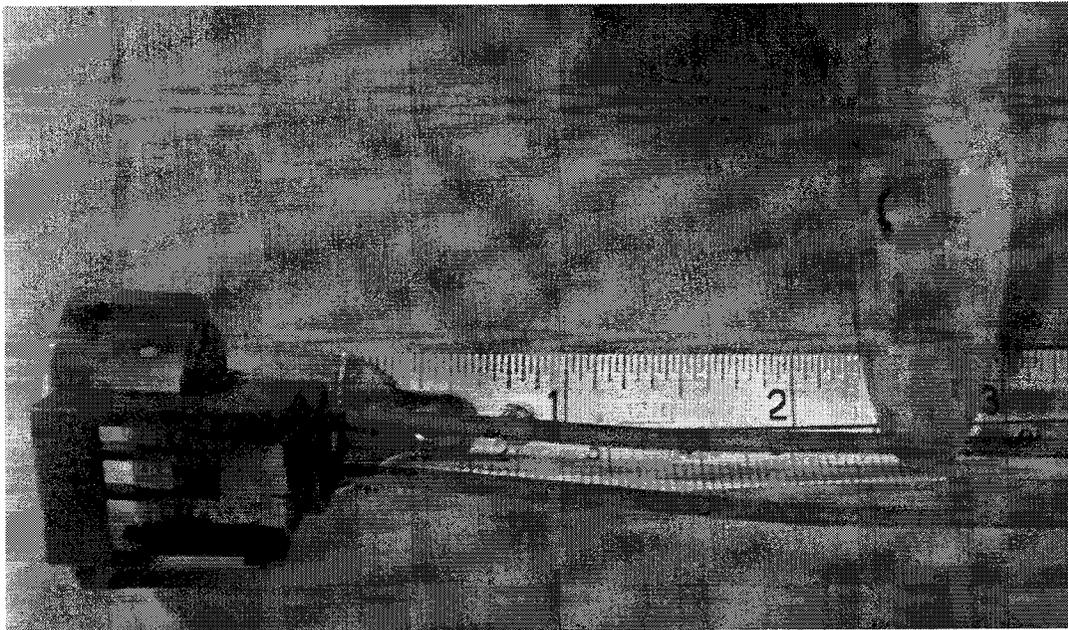
5. Cut the existing low beam connector and 38 mm (1.5) of wire from the existing wiring harness.



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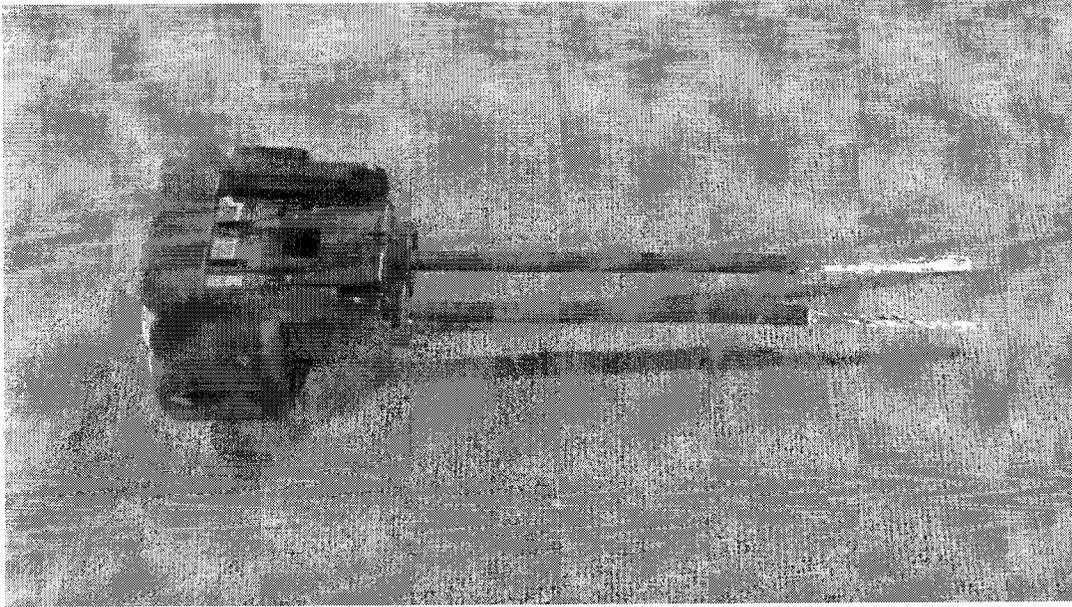
Note: The service kit, P/N 22848987, includes two service pigtails (1), four splice clips (2), one piece of heat shrinking tube (3) and two bulbs (5). Use Special Tool J-38125-8 (4) to complete the repair.

6. Locate the two service pigtails (1) included in kit P/N 22848987.



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7. Trim the length of the service pigtail wiring so that there is 63.5 mm (2.5 in) of wire exiting the connector.

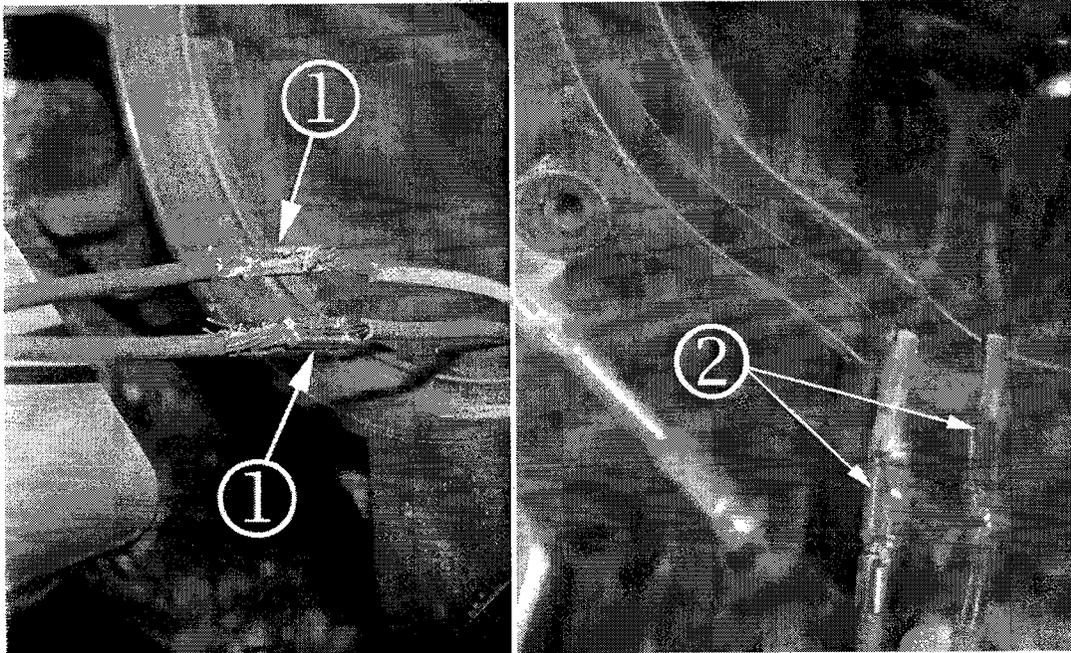


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8. Strip 25 mm (1 in) of insulation from the ends of the service pigtail wires.
9. Strip 13 mm ($\frac{1}{2}$ in) of insulation from the ends of the existing headlamp wiring harness.
10. Fold over the exposed wire on the service pigtail so that there is $\frac{1}{2}$ inch of folded wire prepared for the splice crimp. Do not fold over the exposed wire on the existing headlamp wiring harness.

Caution: Use only the splice clips and heat shrink tube provided in service kit P/N 22848987. Other splice sleeves and heat shrink tube may not protect the splice from moisture or contain an adhesive that will cause headlamp gassing. Use Special Tool J-38125-8, crimp nest F, to complete the repair. Inspect the crimp quality.

11. Cut the heat shrink tubing into four equal length pieces of 38 mm (1.5). Install the 38 mm (1.5) piece of heat shrink tubing over each wire prior to crimping. There are two pieces of 38 mm (1.5) heat shrink tube needed per head lamp.



12. Overlay the 13 mm ($\frac{1}{2}$ in) of exposed wire from the existing head lamp wiring harness and the folded over 13 mm ($\frac{1}{2}$ in) exposed wire of the service pigtail and crimp the splice clip over the exposed wire (1) using Special Tool J-38125-8, crimp nest F.
13. Inspect the crimp quality.
Caution: Keep the heat shrink above the splice when soldering the splice to ensure that the heat shrink is not prematurely shrunk and closed down over the wire or the splice area due to the heat from the soldering iron.
14. Solder the crimp.
15. Center the heat shrink tube (2) over the crimp and use the Ultratorch, part numbers 12085116, J-38125-5, to shrink and seal the heat shrink tube properly over the splice crimp and the insulated wires.
16. Install two new low beam headlamp bulbs.
17. Reinstall the wiring harness into the headlamp housing and attach the connector to the low beam bulb.
18. Adjust the location of the splice clip so that it is below the bulb and at the bottom floor of the housing. Ensure both the harness and splices are not touching the lamp projector.
19. Install headlamp capsules. Refer to *Headlamp Capsule Replacement* in SI.
17. Verify that the headlamps are fully functional.
18. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

CUSTOMER REIMBURSEMENT - For US

Customer requests for reimbursement of previously paid repairs for the recall condition are to be submitted to the dealer by December 31, 2012, unless otherwise specified by state law. If this is not convenient for the customer, they may mail the completed form and all required documents to the GM Customer Assistance Center.

All reasonable customer paid receipts should be considered for reimbursement. The amount to be reimbursed will be limited to the amount the repair would have cost if completed by an authorized General Motors dealer.

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: If a reimbursement request is denied, dealers **MUST** provide the customer with an explanation, in writing, as to why the request was denied. GM expects all reimbursement requests to be approved or denied within 30 days of receipt. If the denial was due to missing documents, the customer can resubmit when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Claims for customer reimbursement on previously paid repairs are to be submitted as required by GWM.

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 December 31, 2012.

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.

If the work was done by someone other than a GM dealership, the amount of reimbursement will be limited to the amount that the repair would have cost GM to have it completed by a GM dealership.

COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

Labor Code	Description	Labor Time	Net Item
V2507	Inspect Low Beam Headlamp Connectors - GMC Acadia, Saturn OUTLOOK - Cadillac SRX - Cadillac CTS	1.4 1.7 1.8	N/A
V2508	Customer Reimbursement Approved	0.2	*
V2509	Customer Reimbursement Denied - For US dealers only	0.1	N/A

* 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).

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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, through December 31, 2013.

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 through December 31, 2013, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary
Technician
Certification**

December 2011

Dear General Motors Customer:

We have learned that your 2008-2010 model year Cadillac CTS; 2010 model year Cadillac SRX; or 2007-2010 model year GMC Acadia or Saturn OUTLOOK may have a condition in which the halogen headlamp connectors may lose electrical contact with the low beam headlamp bulb. This condition could cause the headlamp and/or daytime running lamp to work intermittently. This condition does not affect the high beam headlamps.

Your satisfaction with your GM vehicle is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will replace the headlamp connectors and the low beam headlamp bulbs. This service will be performed for you at **no charge until December 31, 2013**. After that, any applicable service charges will apply.

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. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

Reimbursement: If you have paid for repairs for the condition described in this letter, please complete the enclosed 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 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 December 31, 2012, unless state law specifies a longer reimbursement period. Even though you may have already had this condition corrected, you will still need to take your vehicle to your dealer for additional repairs.

If you have any questions or need any assistance to better understand related repairs, please contact your dealer. If you have questions related to a potential reimbursement, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-458-8006	1-800-833-2622
GMC	1-800-462-8782	1-888-889-2438
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 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.

Jim Moloney
General Director,
Customer and Relationship Services

Enclosure
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