



14V-266  
4 PAGES  
SUPPLEMENTAL

May 30, 2014

Ms. Nancy Lewis  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
Recall Management Division (NVS-215)  
1200 New Jersey Avenue, SE – Room W45-306  
Washington, DC 20590

Re: NHTSA Notification Campaign No. 14V-266

Dear Ms. Lewis:

This letter supersedes General Motors' letter of May 19, 2014, and is submitted pursuant to the requirements of 49 CFR 573.6 as it applies to a determination by General Motors to conduct a safety related recall involving 2009-2014 model year Buick Enclave, Chevrolet Traverse, GMC Acadia and 2009-2010 model year Saturn Outlook model vehicles. Specifically, the information submitted pursuant to 49 CFR 573.6(c)(6) and 573.6(c)(8) below supersedes information included in General Motors' letter of May 19, 2014.

573.6(c)(1): Buick, Chevrolet, GMC and Saturn Brands of General Motors Company.

573.6(c)(2)(3)(4): This information is shown on the attached sheet.

573.6(c)(5): General Motors has decided that a defect, which relates to motor vehicle safety, exists in 2009-2014 model year Buick Enclave, Chevrolet Traverse, GMC Acadia and 2009-2010 model year Saturn Outlook vehicles. The flexible steel cable that connects the safety belt to the vehicle at the outside of the front outboard seating positions can fatigue and separate over time as a result of occupant movement into the seat. In a crash, a separated cable could increase the risk of injury to the occupant.

573.6(c)(6): As permitted by the provisions of 49 C.F.R. 573.6(b), and pursuant to the requirements of 49 C.F.R. 573.6(c)(6), General Motors now submits the chronology of principal events that were the basis for the determination that the defect related to motor vehicle safety.

On February 10, 2012, Thomas Pontiac (Cobourg, Ontario) reported a customer vehicle with a 2010 GMC Acadia whose seat belt buckle separated from the anchor at the attaching cable. A Dealer Product Investigation Report (PIR) was issued.

On February 17, 2012, Engineering, Product Investigations, and the Brand Quality Manager (BQM) were notified of the PIR by GM Canada.

On February 20, 2012, GM notified the supplier (Autoliv), Interior Quality Reliability Durability (QRD), and Validation of the incident.



On March 2, 2012, GM engineers inspected vehicles from durability testing at GM's Milford Proving Grounds (MPG). No issues regarding the seat belt buckle and anchor at the attaching cable were found.

On March 7, 2012, Autoliv completed its analysis of the returned part and concluded the condition for that one occurrence was caused by fatigue of the cable. Engineering, the Safety Belts Global Sub-System Leadership Team (GSSLT), and Product Investigations were notified of the supplier analysis results the next day.

On April 20, 2012, another part exhibiting the condition was returned from a dealership. Engineering and Product Investigations were notified.

Prior to April 30, 2012, a warranty analysis was completed that turned up three additional occurrences (verbatim) that described similar complaints. On April 30, 2012, a meeting was held with Engineering, Autoliv, and Product Investigations to review sample parts and results of the warranty analysis.

On June 4, 2012, a meeting was held with Engineering, Autoliv, Product Investigations, and the Safety Belts GSSLT at which it was determined that a field review should be conducted.

On June 11, 2012, a field review of approximately 68 vehicles was completed. No cable damage was observed.

On June 21, 2012, a meeting was held with Engineering, Autoliv, Product Investigations, Validation, and the Brand Quality Manager (BQM) to review the existing sample parts and analysis.

On August 28, 2013, another part exhibiting the condition was returned from GM Canada Product Investigations.

In early October 2013, GM initiated sliding entry testing at MGA in an attempt to duplicate the condition on a sliding entry test.

On October 18, 2013, the condition was duplicated in the MGA sliding entry test. This sample had the sleeve in place, as originally designed. It was determined that, in some seat positions, the sleeve can present the buckle in a manner that can subject the cable to bending during customer entry into the vehicle. The condition was duplicated on a second sample in November, 2013.

On December 18, 2013, another part exhibiting the condition was returned from GM Canada Product Investigations.

On January 13, 2014, a sample, without a sleeve, completed 20,000 cycles without incident in the MGA laboratory.

On February 24, 2014, Engineering Work Order (EWO) 2025056 was approved to add radii to the ferrule on the cable of the buckle assembly. The condition seen in the field is attributed to fatigue of the cable and not to interaction with the ferrule.

On April 14, 2014, this activity was turned over to GM Product Investigations and assigned an investigation number.

On May 6, 2014, the issue was presented at the ISR Review Meeting and advanced to the Field Performance Evaluation Team (FPET). FPET reviewed the issue on May 8, 2014,

where it was moved forward to the Field Performance Evaluation Review Committee (FPERC). EWOs 2056932 and 2057107 were approved on May 8, 2014, and May 12, 2014 (respectively).

The issue was presented to the Field Performance Evaluation Review Committee on May 12, 2014, and on May 19, 2014, the Executive Field Action Decision Committee decided to conduct a safety recall.

573.6(c)(8): Dealers are to inspect, and if necessary, repair or replace the lap pretensioner (without a sleeve).

General Motors sent the dealer bulletin on May 28, 2014, and will provide owner letter mail date when available.

Pursuant to 577.11, GM will provide reimbursement to owners for repairs completed on or before ten days after the owner mailing is completed, according to the plan submitted on May 23, 2013.

573.6(c)(10): General Motors will provide the dealer bulletin and owner letter under separate cover.

573.6(c)(11): General Motors' assigned recall number is 14187.

Sincerely,

A handwritten signature in black ink, appearing to read "B. Latouf", written in a cursive style.

Brian Latouf, Director  
Field Product Investigations & Evaluations

Attachment

573.6(c)(2)(3)(4)

VEHICLES POTENTIALLY AFFECTED BY MAKE, MODEL, AND MODEL YEAR  
PLUS INCLUSIVE DATES OF MANUFACTURE

<u>MAKE</u>	<u>MODEL SERIES</u>	<u>MODEL YEAR</u>	<u>NUMBER INVOLVED</u>	<u>INCLUSIVE MANUFACTURING DATES (FROM) (TO)</u>		<u>DESCRIPTIVE INFO. TO PROPERLY IDENT. VEH.</u>	<u>EST. NO. W/CONDITION</u>
Buick	R/V	2009	38,096	04/14/2008	06/19/2009	Enclave	*
Buick	R/V	2010	48,103	04/22/2009	06/04/2010	Enclave	"
Buick	R/V	2011	69,872	04/15/2010	06/24/2011	Enclave	"
Buick	R/V	2012	70,060	04/20/2011	10/04/2012	Enclave	"
Buick	R/V	2013	38,532	08/07/2012	05/30/2013	Enclave	"
Buick	R/V	2014	62,599	03/26/2013	05/14/2014	Enclave	"
Chevrolet	R/V	2009	74,594	06/06/2008	07/30/2009	Traverse	"
Chevrolet	R/V	2010	82,724	05/01/2009	06/04/2010	Traverse	"
Chevrolet	R/V	2011	128,826	04/15/2010	06/24/2011	Traverse	"
Chevrolet	R/V	2012	117,489	04/12/2011	10/04/2012	Traverse	"
Chevrolet	R/V	2013	62,899	08/06/2012	05/30/2013	Traverse	"
Chevrolet	R/V	2014	95,546	03/26/2013	05/14/2014	Traverse	"
GMC	R/V	2009	46,337	04/09/2008	06/19/2009	Acadia	"
GMC	R/V	2010	56,770	04/22/2009	06/04/2010	Acadia	"
GMC	R/V	2011	87,546	04/15/2010	06/24/2011	Acadia	"
GMC	R/V	2012	102,996	04/12/2011	10/04/2012	Acadia	"
GMC	R/V	2013	53,598	08/08/2012	05/30/2013	Acadia	"
GMC	R/V	2014	84,212	03/26/2013	05/14/2014	Acadia	"
Saturn	R/V	2009	14,920	04/14/2008	06/19/2009	Outlook	"
Saturn	R/V	2010	3,636	04/22/2009	03/18/2010	Outlook	"
GM Total:			1,339,355				

\* All involved vehicles will be corrected as necessary.

573.6(c)(2)(iv): Autoliv Americas  
 1320 Pacific Drive  
 Auburn Hills, MI 48326  
 248-475-9000  
 The parts are manufactured in Mexico.