

Document ID: 4060832

#14225: Customer Satisfaction - Sunroof Drain Hose Leaks - (Jan 14, 2015)

Subject: 14225 – Sunroof Drain Hose Leaks

Models: 2010-2012 Cadillac SRX

Equipped with Sunroof (RPO C3U)

Located in Alabama, Connecticut, Delaware, Florida, Georgia, Kentucky, Louisiana, Maine, Maryland, Massachusetts, Mississippi, New Hampshire, New Jersey, New York, North Carolina, Oregon, Pennsylvania, Rhode Island, South Carolina, Tennessee, Vermont, Virginia, Washington, West Virginia, Puerto Rico, British Columbia, New Brunswick, Newfoundland and Labrador, Nova Scotia, Ontario, Prince Edward Island, Quebec, and export vehicles located only in Europe.



Dealers are to refer to the General Motors Service Policies and Procedures Manual, Section 6.1.2 - Regional Product Field Actions, for guidelines on handling vehicles that are not involved in this customer satisfaction program but may be displaying the same condition.

THIS PROGRAM IS IN EFFECT UNTIL JANUARY 31, 2017.

Condition

Certain 2010-2012 model year Cadillac SRX vehicles equipped with a sunroof (RPO C3U) may have a condition in which the vehicle's sunroof drain hose material may shrink due to changing environmental conditions. If hose shrinkage occurs, it may result in the drain hoses detaching from the dash or sunroof module which would allow sunroof drain water to leak into the vehicle interior. Water leaked into the vehicle interior may damage interior components, including wiring, electronic modules, the sound deadener and carpet.

Correction

Dealers are to replace the front sunroof drain hoses.

Vehicles Involved

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen 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.

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.

Parts Information

© 2015 General Motors. All rights reserved.

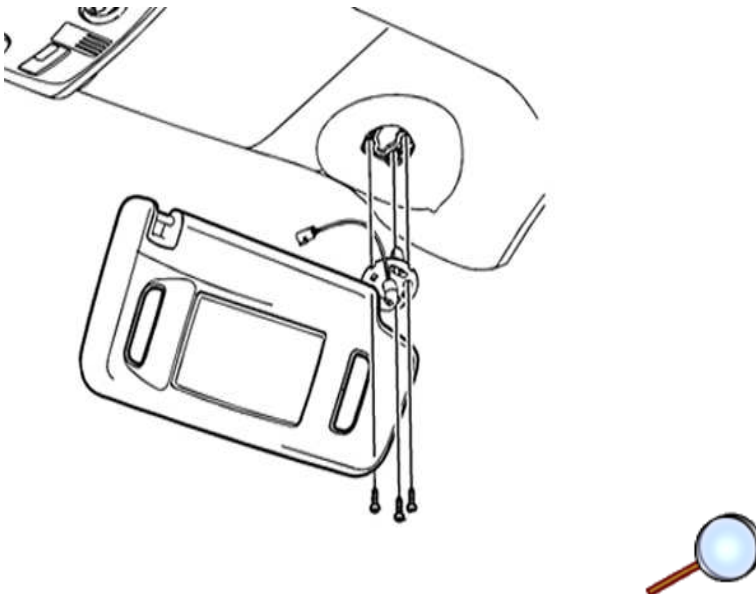
Parts required to complete this program are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
22864071	HOSE ASM-SUN RF HSG FRT DRN - LH	1
22864072	HOSE ASM-SUN RF HSG FRT DRN - RH	1

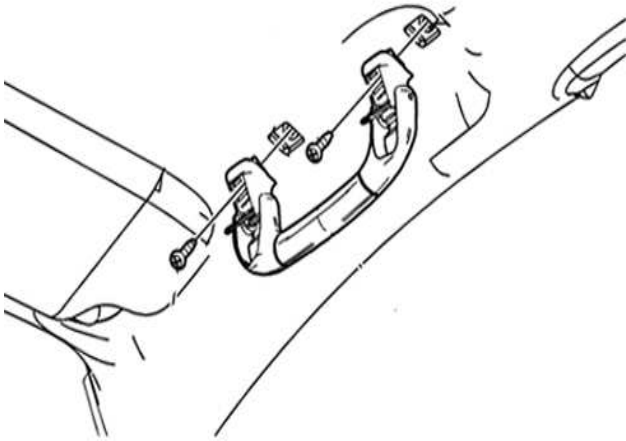
Service Procedure



1. Starting on the left or right side, remove the windshield garnish molding from the A-pillar by pulling gently from the top to disengage the attachment clip. Detach the rubber stop (1) on the tether clip from the molding and disconnect the speaker wiring harness (2).



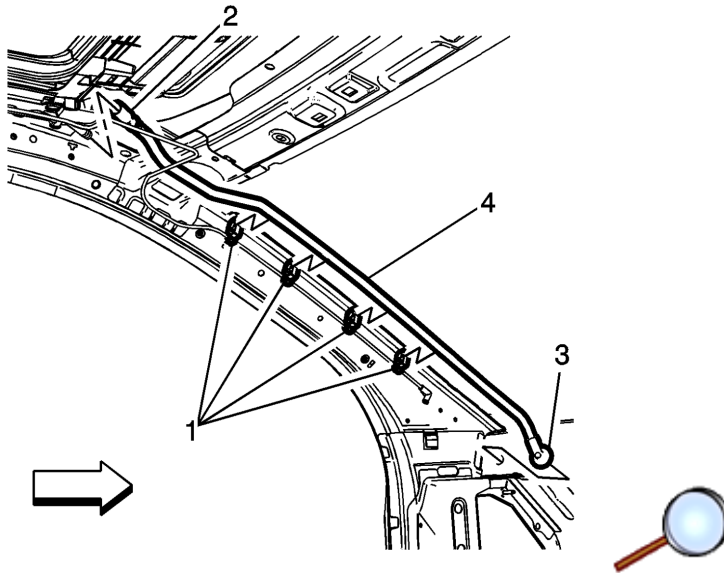
2. Remove the sunshade. Refer to *Sunshade Replacement* in SI.



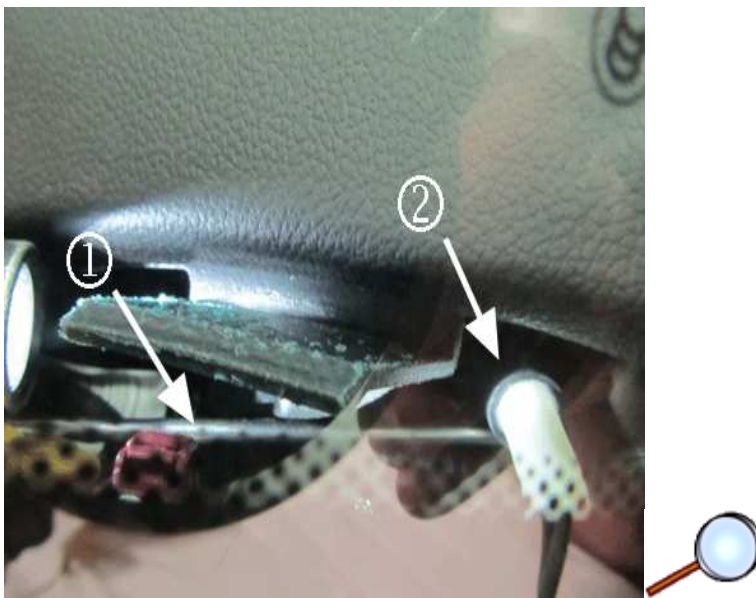
3. Remove the front assist handle. Refer to *Front Assist Handle Replacement* in SI.



4. Pull the front corner of the headliner downward to access the drain hose and sunroof drain spigot connection, circled above.

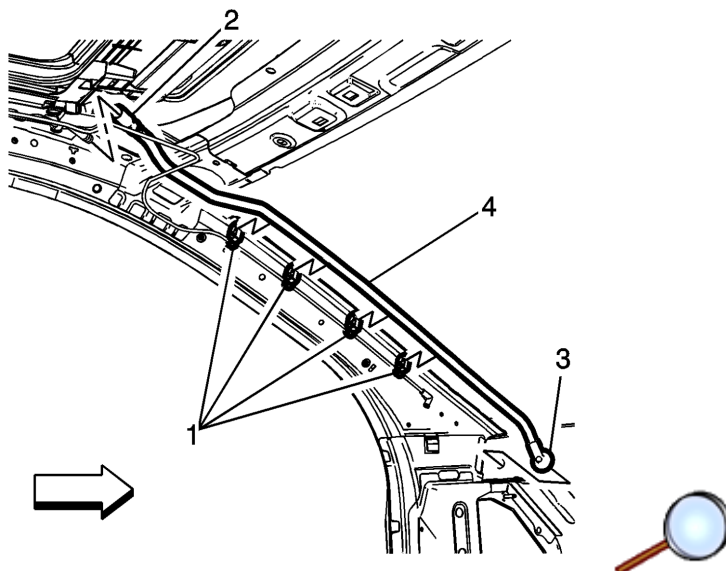


5. Disengage the sunroof drain hose from the attachment points on the windshield pillar (1).
6. Disconnect the front sunroof drain hose from the sunroof drain spigot (2).
7. Disconnect the drain hose and grommet (3) from the cowl panel.
8. Remove the drain hose (4) from the vehicle.



Note: Verify proper engagement of the grommet to cowl panel to prevent a water leak.

9. Using a long, thin suitable tool (1), connect the grommet end of the hose (2) to the cowl panel by pushing the grommet into its hole.



10. Connect the front sunroof drain hose to the sunroof drain spigot (2).
11. Connect the sunroof drain hose to the attachment points on the windshield pillar (1).
12. Repeat steps 1-11 on the opposite side of the vehicle.
13. Water test the front drain hoses before installing the headliner and trim.
14. Reposition the headliner and reinstall the left and right front assist handles. Refer to *Front Assist Handle Replacement* in SI.
15. Reinstall the left and right sunshades. Refer to *Sunshade Replacement* in SI.
16. Reattach the tether clips and reconnect the speaker wiring harness to the left and right windshield garnish moldings.
17. Ensuring the retaining tabs are fully seated, position the left and right garnish to the A-pillars and push securely in place.

Customer Reimbursement – For US

Customer requests for reimbursement of previously paid repairs for the recall condition are to be submitted to the dealer by January 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.

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 January 31, 2016.

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.

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. All transactions should be submitted as a ZFAT 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
9101163	Sunroof Front Drain Hose Replacement (Both)	1.4	N/A
9101164	Customer Reimbursement Approved	0.2	*
9101165	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

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through January 31, 2017.

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 January 31, 2017, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

January 2015

Dear General Motors Customer:

This notice applies to your vehicle, **VIN:** _____

We have learned that your 2010-2012 model year Cadillac SRX may have a condition in which the vehicle's sunroof drain hose material may shrink due to changing environmental conditions. If hose shrinkage occurs, it may result in the drain hoses detaching from the dash or sunroof module which would allow sunroof drain water to leak into the vehicle interior. Water leaked into the vehicle interior may damage interior components, including wiring, electronic modules, the sound deadener and carpet.

Your satisfaction with your Cadillac SRX 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 front sunroof drain hoses on your vehicle. This service will be performed for you at **no charge until January 31, 2017**. After that, any applicable warranty 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 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 January 31, 2016, unless state law specifies a longer reimbursement period.

If you have any questions or concerns that your dealer is unable to resolve, 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

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 Cadillac SRX provides you many miles of enjoyable driving.

Alicia S. Boler-Davis

Sr. Vice President

Global Connected Customer Experience

Enclosure

14225

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