

# 12180F – Driver Door Switch Short Circuit

2006-2007 Buick Rainier

2006 Chevrolet TrailBlazer EXT

2006-2007 Chevrolet TrailBlazer

2006 GMC Envoy XL

2006-2007 GMC Envoy

2005-2007 Saab 9-7X

The service procedure has been revised. The procedure for applying the protective coating on the door module has been removed. Vehicles that were previously repaired under this recall with the protective coating will be included in an upcoming safety recall. Please discard all copies of bulletin 12180E.

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

## Condition

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2006 model year Chevrolet TrailBlazer EXT and GMC Envoy XL; 2006-2007 model year Buick Rainier, Chevrolet TrailBlazer, and GMC Envoy; and 2005-2007 model year Saab 9-7X vehicles. If fluid, such as melted snow containing road salt, enters the driver's door module, it may cause corrosion that could result in a short in the circuit board. A short may cause the power door lock and power window switches to function intermittently or may stop working. A short may cause overheating, which could melt components of the door module, producing odor, smoke, or a fire. Additionally, the windows may raise or lower themselves, without user input. These conditions may occur even with the vehicle parked and the key removed. Customers should park the vehicle outdoors until it has been remedied.

## Correction

Dealers are to inspect the part number of the door module and, if necessary, install a new door module.

Owners of 2005-2007 model year Saab 9-7X vehicles delivered in the U.S. or Canada will receive a separate notification and be addressed by Saab Authorized Service Centers. This bulletin applies to those 2005-2007 model year Saab 9-7X vehicles delivered outside of the U.S. and Canada that are subject to this safety recall.

## 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.

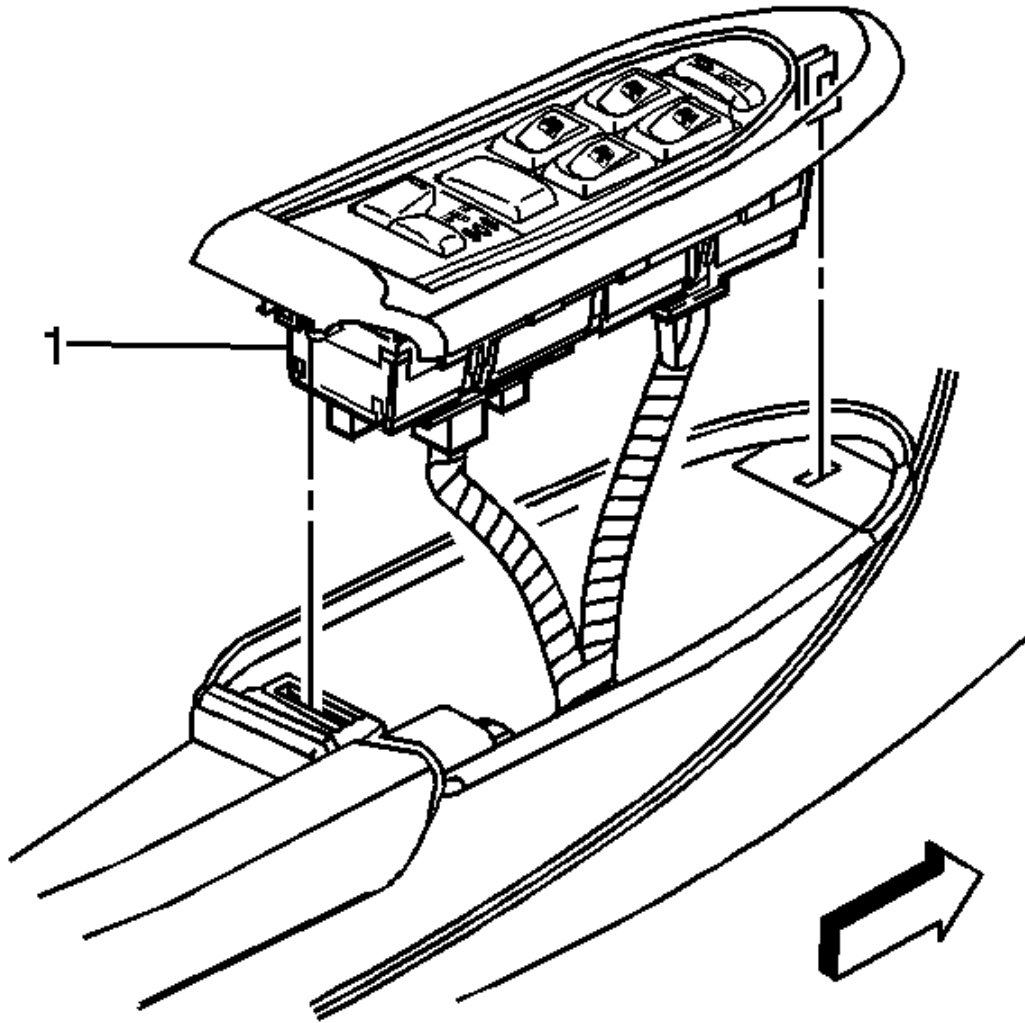
The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

## Parts Information

Parts required to complete this recall 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
Chevrolet		
25861573	SWITCH, DR LK & SI WDO (CASHMERE) ST1 (DL2, KA1, X88, 27I) (EXPORT)	1 (if req'd)
25861577	SWITCH, DR LK & SI WDO (CASHMERE) ST1 (DL2, X88, 27I) (EXC KA1) (EXPORT)	1 (if req'd)
25861580	SWITCH, DR LK & SI WDO (CASHMERE) (DK2, DK9, DP2, DR1, X88, 27I) (EXC KA1)	1 (if req'd)
25861584	SWITCH, DR LK & SI WDO (CASHMERE) (DK2, DP2, DS3, KA1, X88, 27I)	1 (if req'd)
25866999	SWITCH, DR LK & SI WDO (GRAY) (DL2, KA1, X88, 28I) (EXPORT)	1 (if req'd)
25867000	SWITCH, DR LK & SI WDO (EBONY) (DK2, DP2, DS3, KA1, X88, 48I)	1 (if req'd)
25867001	SWITCH, DR LK & SI WDO (GRAY) (DK2, DP2, DS3, KA1, X88, 28I)	1 (if req'd)
25867002	SWITCH, DR LK & SI WDO (EBONY) ST1 (DL2, X88, 48I) (EXC KA1) (EXPORT)	1 (if req'd)
25867003	SWITCH, DR LK & SI WDO (GRAY) ST1 (DL2, X88, 28I) (EXC KA1) (EXPORT)	1 (if req'd)
25867004	SWITCH, DR LK & SI WDO (EBONY) (DK2, DK9, DP2, DR1, X88, 48I) (EXC KA1)	1 (if req'd)
25867005	SWITCH, DR LK & SI WDO (GRAY) (DK2, DK9, DP2, DR1, X88, 28I) (EXC KA1)	1 (if req'd)
25867006	SWITCH, DR LK & SI WDO (EBONY) (DL2, KA1, X88, 48I) (EXPORT)	1 (if req'd)
GMC		
25866992	SWITCH, DR LK & SI WDO (EBONY) (AAB KA1 Z88 Z89 27I, 48I)	1 (if req'd)
25866993	SWITCH, DR LK & SI WDO (EBONY) (Z88, Z89, 27I, 48I) (EXC AAB, KA1)	1 (if req'd)
25866994	SWITCH, DR LK & SI WDO (GRAY) (Z88, Z89, 28I) (EXC AAB, KA1)	1 (if req'd)
25866996	SWITCH, DR LK & SI WDO (GRAY) (AAB, KA1, Z88, Z89, 28I)	1 (if req'd)
25866997	SWITCH, DR LK & SI WDO (EBONY) (AAB, DS3, Z88, 27I, 48I) (EXC KA1)	1 (if req'd)
25866998	SWITCH, DR LK & SI WDO (GRAY) (AAB, Z88, 28I) (EXC KA1)	1 (if req'd)
Buick		
25861556	SWITCH, DR LK & SI WDO (INCLS 8) (GRAY) ST1 (KA1, W49, 28I)	1 (if req'd)
25861557	SWITCH, DR LK & SI WDO (INCLS 8) (CASHMERE) ST1 (KA1, W49, 47I)	1 (if req'd)
25861560	SWITCH, DR LK & SI WDO (INCLS 8) (GRAY) ST1 (W49, 28I) (EXC KA1)	1 (if req'd)
25861561	SWITCH, DR LK & SI WDO (INCLS 8) (DK CASHMERE) ST1 (W49, 47I) (EXC KA1)	1 (if req'd)
Saab		
25866995	SWITCH, DR LK & SI WDO	1 (if req'd)

## Service Procedure



1.

Remove the driver side door lock and side window switch. Refer to Door Lock and Side Window Switch Replacement - Driver Side in SI.

2. Determine the part number on the driver side door lock and side window switch. The part number is on the side of the switch on the label.

- If the part number on the switch is listed on the table below, no repair is required. Re-install the driver side door lock and side window switch. Refer to Door Lock and Side Window Switch Replacement - Driver Side in SI.
- If the part number on the switch is NOT listed on the table below, replace the driver side door lock and side window switch. Refer to Door Lock and Side Window Switch Replacement – Driver Side in SI.

Part Number	Description & Options	
Chevrolet		
25861573	SWITCH, DR LK & SI WDO (CASHMERE) ST1 (DL2, KA1, X88, 27I) (EXPORT)	
25861577	SWITCH, DR LK & SI WDO (CASHMERE) ST1 (DL2, X88, 27I) (EXC KA1) (EXPORT)	
25861580	SWITCH, DR LK & SI WDO (CASHMERE) (DK2, DK9, DP2, DR1, X88, 27I) (EXC KA1)	

	25861584	SWITCH, DR LK & SI WDO (CASHMERE) (DK2, DP2, DS3, KA1, X88, 27I)
25861574	25866999	SWITCH, DR LK & SI WDO (GRAY) (DL2, KA1, X88, 28I) (EXPORT)
25861575	25867000	SWITCH, DR LK & SI WDO (EBONY) (DK2, DP2, DS3, KA1, X88, 48I)
25861576	25867001	SWITCH, DR LK & SI WDO (GRAY) (DK2, DP2, DS3, KA1, X88, 28I)
25861578	25867002	SWITCH, DR LK & SI WDO (EBONY) ST1 (DL2, X88, 48I) (EXC KA1) (EXPORT)
25861579	25867003	SWITCH, DR LK & SI WDO (GRAY) ST1 (DL2, X88, 28I) (EXC KA1) (EXPORT)
25861581	25867004	SWITCH, DR LK & SI WDO (EBONY) (DK2, DK9, DP2, DR1, X88, 48I) (EXC KA1)
25861582	25867005	SWITCH, DR LK & SI WDO (GRAY) (DK2, DK9, DP2, DR1, X88, 28I) (EXC KA1)
25861583	25867006	SWITCH, DR LK & SI WDO (EBONY) (DL2, KA1, X88, 48I) (EXPORT)
GMC		
25861559	25866992	SWITCH, DR LK & SI WDO (EBONY) (AAB KA1 Z88 Z89 27I, 48I)
25861563	25866993	SWITCH, DR LK & SI WDO (EBONY) (Z88, Z89, 27I, 48I) (EXC AAB, KA1)
25861567	25866994	SWITCH, DR LK & SI WDO (GRAY) (Z88, Z89, 28I) (EXC AAB, KA1)
25861569	25866996	SWITCH, DR LK & SI WDO (GRAY) (AAB, KA1, Z88, Z89, 28I)
25861571	25866997	SWITCH, DR LK & SI WDO (EBONY) (AAB, DS3, Z88, 27I, 48I) (EXC KA1)
25861572	25866998	SWITCH, DR LK & SI WDO (GRAY) (AAB, Z88, 28I) (EXC KA1)
Buick		
	25861556	SWITCH, DR LK & SI WDO (INCLS 8) (GRAY) ST1 (KA1, W49, 28I)
	25861557	SWITCH, DR LK & SI WDO (INCLS 8) (CASHMERE) ST1 (KA1, W49, 47I)
	25861560	SWITCH, DR LK & SI WDO (INCLS 8) (GRAY) ST1 (W49, 28I) (EXC KA1)
	25861561	SWITCH, DR LK & SI WDO (INCLS 8) (DK CASHMERE) ST1 (W49, 47I) (EXC KA1)

## Customer Reimbursement – For US

Customer requests for reimbursement of previously paid repairs for the recall condition are to be submitted to the dealer by August 31, 2015, 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 District Service Manager – Aftersales 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 or 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 August 31, 2015.

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 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
V2739	Verify Part Number – No Further Action Req'd	0.2	N/A
V2736	Door Lock & Side Window Switch Replacement (inc. part verification & programming)	0.5	N/A
V2737*	Customer Reimbursement Approved – Not for Saab Use	0.2	**
V2738	Customer Reimbursement Denied - For US dealers only	0.1	N/A

\* Customer reimbursement will NOT close this recall. The service procedure contained in this bulletin must still be performed.

\*\* 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 recall on their vehicle.

## **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 Recall Responsibility – For US and Export (US States, Territories, and Possessions)**

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

## **Dealer Recall Responsibility – All**

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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. Recall 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 recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.