

## Campaign - Sunroof Drain Tube Extensions

### CUSTOMER SATISFACTION

Bulletin No.: 08207A

Date: September 15, 2008

Subject:  
08207A - Sunroof Water Leak - Install Drain Tube Extensions

Models:  
2008 Buick Enclave  
2007-2008 GMC Acadia  
2007-2008 Saturn OUTLOOK

Equipped with a Sunroof

Supersede:

The Parts Information and Claim Information sections in this bulletin have been revised. The number of tie straps required has been reduced from 8 to 6. Please discard all copies of bulletin 08207, issued August 2008.

THIS PROGRAM IS IN EFFECT UNTIL SEPTEMBER 30, 2009.

#### Condition

Certain 2008 model year Buick Enclave; 2007-2008 model year GMC Acadia and Saturn OUTLOOK vehicles equipped with a sunroof may have a condition in which water is not properly drained away from the sunroof. If this condition were to occur, water may enter the interior of the vehicle and dampen the carpet, upholstery, and other interior components.

#### Correction

Dealers/retailers are to install drain tube extension assemblies, and ensure that the water drains properly.

#### Vehicles Involved

Year	Division	Model	From	Through
2008	Buick	Enclave	8J100004	8J168550
2007	GMC	Acadia	7J100150	7J175624
2008	GMC	Acadia	8J100942	8J168630
2007	Saturn	OUTLOOK	7J100003	7J175620
2008	Saturn	OUTLOOK	8J100640	8J168626

Involved are certain 2008 model year Buick Enclave; 2007-2008 model year GMC Acadia and Saturn OUTLOOK vehicles equipped with a sunroof and built within the VIN breakpoints shown above.

#### Important:

Dealers/retailers are to confirm vehicle eligibility prior to beginning repairs by using the system(s) below. Not all vehicles within the above breakpoints may be involved.- GM dealers and Canadian Saturn/Saab retailers should use GMVIS.- Saturn US retailers should use the "Investigate Vehicle History" link on the Global Warranty Management application within DealerWorld.

For dealers/retailers 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 through the applicable system listed below. Dealers/retailers will not have a report available if they have no involved vehicles currently assigned.

- US GM and Saturn dealers/retailers - GM DealerWorld Recall Information
- Canadian GM/Saturn/Saab dealers/retailers - GMinfoNet Recall Reports
- Export dealers - sent directly to dealers

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.

**GM, Saturn/Saab Canada Only** - Parts required to complete this program are to be obtained from General Motors Service and Parts Operations (GMSPO). 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.

**Saturn US Only** - A pre-shipment of the required parts to perform this repair has been sent to involved Saturn US retailers from Saturn Service Parts Operations (SSPO).

Part Number	Description	Qty/ Vehicle
25830220	Tube, Sun Rf Hsg RR Drn	2
To Be Obtained Locally	Tie Straps	6

Parts Information

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. GM dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines. Saturn Canada retailers should refer to applicable Home Office letter on this subject.

Claim Information - GM, Saturn/Saab Canada Only

Submit a Product Claim with the information indicated below:

Repair Performed	Part Count	Part No.	Parts Allow	CC-FC	Labor Op	Labor Hours	Net Item
Install Drain Tube Extension Assemblies (inc. modify frt. drain hoses)	8	—	*	MA-96	V1858	2.9	**
Courtesy Transportation for vehicles within the New Vehicle Limited Warranties (US & Canadian GM Dealers)	N/A	N/A	N/A	MA-96	***	N/A	****

\* The "Parts Allowance" should be the sum total of the current GMSPO Dealer net price plus applicable Mark-Up or Landed Cost Mark-Up (for Export) for two tube kits needed to complete the repair.

\*\* The amount identified in the "Net Item" column should represent the actual sum total of the six tie straps needed to perform the required repairs, not to exceed \$0.72 USD, \$0.76 CAD, plus applicable Mark-Up or Landed Cost (for Export).

\*\*\* Submit courtesy transportation using normal labor operations for courtesy transportation as indicated in the GM Service Policies and Procedures Manual for vehicles within the New Vehicle Limited Warranties.

\*\*\*\* The amount identified in the "Net Item" column should represent the actual dollar amount for courtesy transportation.

Refer to the General Motors WINS Claims Processing Manual for details on Product Recall Claim Submission.

Submit a Product Claim with the information shown above.

Claim Information - Saturn US Only

Repair Performed	Parts Allow.	Sale Type	Case Type	Labor Op.	Labor Hrs.	Net Item
Install Drain Tube Extension Assemblies (inc. modify frt. drain hoses)	10	—	*	V1858	2.9	**
* The parts allowance should be the sum total of the current SSPO retailer net price plus 40% of all parts required for the repair.						
** The amount identified in the "Net Item" column should represent the actual sum total of the six tie straps needed to perform the required repairs, not to exceed \$0.72 USD. Use net item code "M".						

2. Submit courtesy transportation expense with labor code V1858 using the appropriate Net Item Code.

1. To receive credit, submit a claim with the information shown above.

**Customer Notification - For US and Canada**

General Motors will notify customers of this program on their vehicle (see copy of customer letter shown in 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 sample letter.

**Dealer Program Responsibility**

All unsold new vehicles in dealers possession and subject to this program must be held and inspected/repared 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 September 30, 2009.

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. 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 dealership for service through September 30, 2009, 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 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**

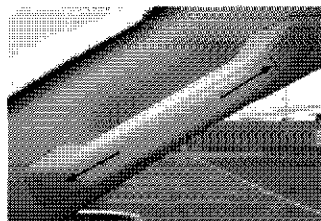
**Disclaimer**

**Service Procedure**

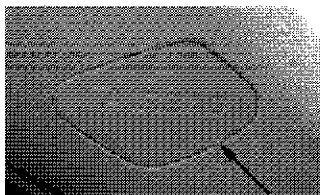
**Service Procedure**

**Important:**

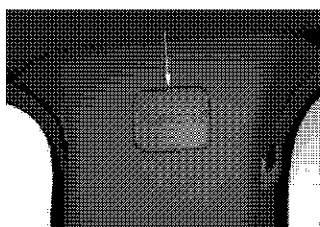
Before lowering the headliner, please perform the following steps to avoid damage to the interior trim.



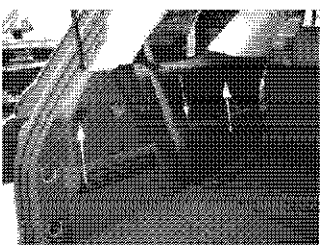
1. On the assist handle, use a small screwdriver to open both screw covers by prying carefully from the inboard edge. Remove the screws.



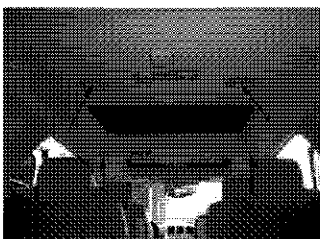
2. On the "A" pillar and "D" pillar, use a small screw driver to open the screw cover by prying carefully from the bottom edge. Remove the screws.



3. On the "B" pillar and "C" pillar, use a small screw driver to open the screw cover by prying carefully from the top edge. Remove the screws.



4. Remove the partition hooks by twisting counter clockwise and remove the screws, also remove the bolt under the armrest.

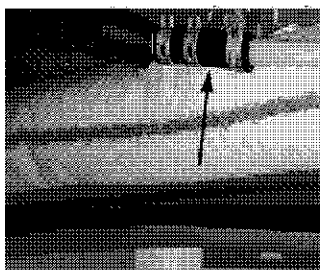


5. Before lowering the headliner, remove the screws inside the roof air deflectors.

#### Add Sunroof Drain Hose Extensions

Extend both middle drain tubes by adding sunroof drain tube extensions.

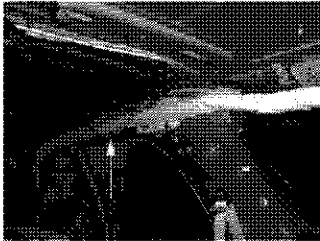
1. Lower the headliner by following SI procedures.



2. Add a tube assembly (drain extension) to each middle sunroof drain and install the clamps to the module drain spout.



3. Add a tie strap to both middle-connector to module drain spout in the location shown and clip off excess lead with wire snips.



**Important:**

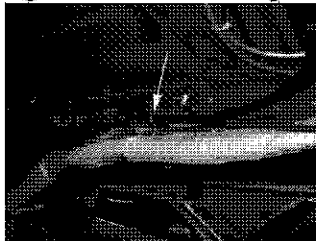
Make sure there are no dips in the hose after the extension has been added. Refer to the illustration. In some cases, it may be necessary to trim off some of the drain tube to eliminate the dip in the drain tubing.

4. The drain hose should be straight with a slight downward angle to the rear of the vehicle.

Check Drain Hose Routing Between the "B" and "C" Pillar for Proper Routing

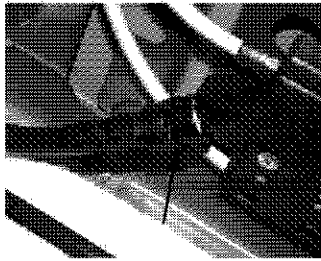


Figure 2— Correct Routing



1. After installing the extensions, make sure that the hose is routed in back of the air bag bracket. Figure 1 is the incorrect routing; Figure 2 shows the correct routing.
2. Make sure that there are no bends pointing upward in the drain tubes.

Check All Drain Hose Connections and Add Tie Straps



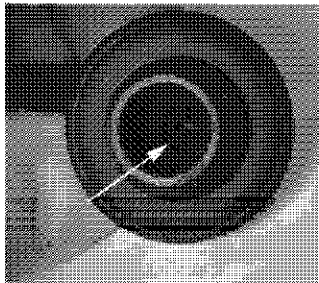
1. Check the front and rear sunroof drain hose connections to make sure they are fully seated and add a tie strap to each front and rear connection. Clip off excess lead with wire snips.
2. Reinstall the headliner following SI procedures.

#### Modify Front Drain Hoses

1. Remove the "A" pillar trim and defroster outlet grille to gain access to the end of the drain tubes.



2. Remove the rubber grommet at the end of the drain tube.



3. Using a light-duty X-Acto knife, carefully remove the cross hatch inside the grommet and reinstall. Another solution is to utilize a 3/8 in spot weld drill bit to remove the cross hatch.

**Owner Letter**

September 2008

Dear General Motors Customer:

We have learned that your 2008 model year Buick Enclave or 2007-2008 model year GMC Acadia or Saturn OUTLOOK, equipped with a sunroof, may have a condition in which water is not properly drained away from the sunroof. If this condition were to occur, water may enter the interior of the vehicle and dampen the carpet, upholstery, and other interior components.

Your satisfaction with your Buick Enclave, GMC Acadia, or Saturn OUTLOOK 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/retailer will install drain tube extension assemblies and ensure that the water drains properly. This service will be performed for you at **no charge until September 30, 2009**.

**What You Should Do:** To limit any possible inconvenience, we recommend that you contact your dealer/retailer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer/retailer can ensure that the necessary parts will be available on your scheduled appointment date.

**Customer Reply Form:** The enclosed customer reply form identifies your vehicle. Presentation of this form to your dealer/retailer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us. If you have any questions or need any assistance to better understand related repairs, please contact your dealer/retailer.

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)
Buick	1-866-608-8080	1-800-832-8425
GMC	1-866-996-9463	1-800-462-8583
Saturn	1-800-972-8876	1-800-833-6000
Guam	1-871-848-8450	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

**Courtesy Transportation**

If your vehicle is within the New Vehicle Limited Warranty your dealer/retailer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership/facility for this repair. Please refer to your Owner's Manual and your dealer/retailer for details on Courtesy Transportation.

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.

Scott Lawson

General Director,

Customer and Relationship Services