

# Product Safety Recall

## 15027 Driver's Seat Belt Replacement



**Reference Number:** N14167644

**Release Date:** December 2018  
**Revision:** 01

**Revision Description:** This bulletin was originally intended for Cadillac dealers only, but has been revised to clarify that all GM dealers are authorized to perform the required repair. Also included is a copy of the recall notification letter mailed to involved vehicle owners. Please discard all previous copies of bulletin 15027.

**Attention:** General Motors has agreed to help facilitate the repair of the 2004-2011 model year Saab 9-3 convertible vehicles involved in this safety recall. All GM dealers are authorized to perform the required repair and submit for compensation through the Global Warranty Management (GWM) system. The parts needed to complete the repair are available directly from GMCCA via the normal parts ordering process. All involved vehicles are identified by Vehicle Identification Number (VIN) on the Investigate Vehicle History (IVH) screen in the GWM system.

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.

Make	Model	Model Year		RPO	Description
		From	To		
Saab	9-3 Convertible	2004	2011		

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	It has been determined that a defect, which relates to motor vehicle safety, exists in certain 2004-2011 model year Saab 9-3 convertible vehicles. The automatic tensioning system cable in the driver's side front seat belt retractors may break, causing seat belt webbing spooled out by the user to not retract. If this occurs, it will become obvious to the seat occupant immediately. If a crash were to occur with a seat belt in this condition, the result could increase the risk of injury to the driver.
<b>Correction</b>	Dealers are to replace the driver's side retractor.

### Parts

The parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Refer to your "involved vehicles listing" before ordering parts. **Order parts on a CSO (Customer Special Order) only.** DRO's (Daily Replenishment Orders) may be cancelled. Parts may have quantity limiters in effect and all orders will be reviewed prior to being filled.

**Important:** Due to flight restrictions for hazardous goods shipments, dealer orders may arrive via FedEx or with the normal Parts Distribution Center (PDC) delivery. **Do not place orders as SPAC (Service Parts Assistance Center), this will delay shipment of the order.** Parts will not be shipped overnight and dealers should plan accordingly for the transit time needed for parts to reach their facilities. Also, parts may be removed from Retail Inventory Management (RIM) management. Dealers should review the affected parts to confirm RIM managed status.

Quantity	Part Name	Part No.
1	Belt, Driver Seat (Manual Seat)	19368167
1	Belt, Driver Seat (Power Seat)	19368168

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type
9103638	Replace Driver Side Seat Belt (Includes Pyrotechnic Device Deployment and Disposal)	1.1	ZFAT

### Service Procedure

Use the following procedure to remove the driver side seat, replace the seat belt reel and tensioner assembly and reinstall the seat.

**Warning:** An air bag system that can include an integrated seat belt tensioner comes as standard on the Saab 9-3. Work in accordance with the safety and handling instructions described in *Pretensioner Handling and Scrapping in SI*.

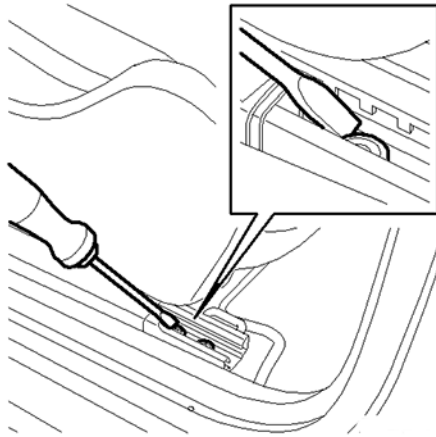
# Product Safety Recall

## 15027 Driver's Seat Belt Replacement



**Warning:** The battery's ground cable must be removed before the positive cable. Wait for at least 1 minute after disconnecting the battery before beginning any work on the air bag system. Otherwise the air bag may be deployed unintentionally and this can cause fatal/severe personal injuries.

**Warning:** In order to prevent accidental deployment and the risk of personal injury, do not dispose of an undeployed inflatable restraint seat belt pretensioner as normal shop waste. Undeployed seat belt pretensioners contain substances that could cause severe illness or personal injury if their sealed containers are damaged during disposal.

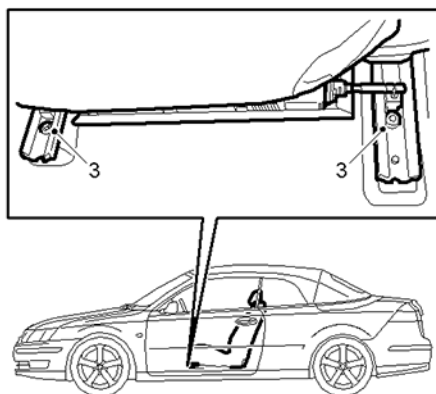


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**Note: Cars with electrically operated seats:** To access the front bolt, the seat must be blocked at the rear bolt. This is done by holding a screwdriver at the seat's rear bolt while moving the seat back towards the bolt for a few seconds.

1. Retract the soft top.
2. Move the seat to its rear and highest position.

**Caution:** Use only hand tools when removing the seat to the floor mounting fasteners. If impact guns, air wrenches or any type of power drivers are used to remove the seat to floor fasteners, severe damage may occur to the vehicle.

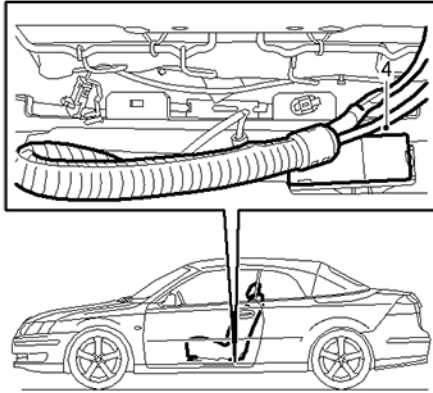


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3. Remove the front screws (3) which secure the seat's rails to the floor.
4. Move the seat to its forward position, and remove the rear screws holding the seat rails (two per side).

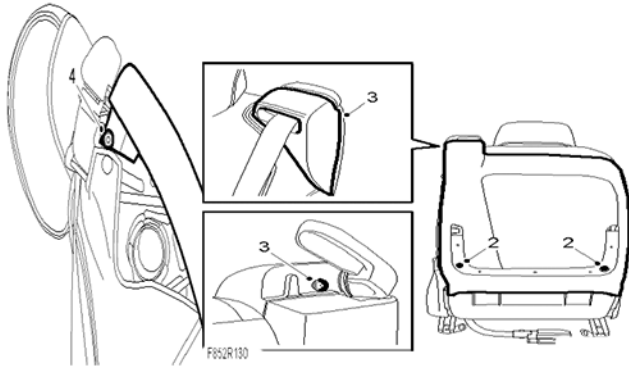
# Product Safety Recall

## 15027 Driver's Seat Belt Replacement



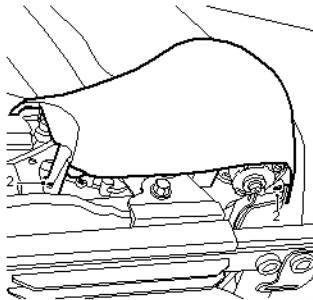
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5. Turn the ignition key to OFF. Remove the seat connector and lift out the seat.



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6. Turn the ignition key to LOCK. Remove the backrest cover.



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7. Remove rear outer side cover.

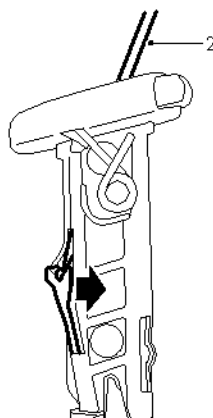
# Product Safety Recall

## 15027 Driver's Seat Belt Replacement



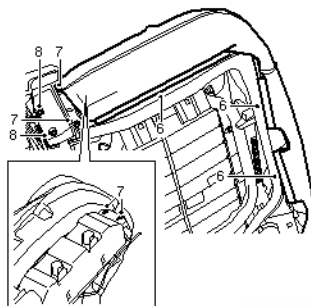
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8. Remove the rear lower cover.



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9. Remove the head restraint and sleeves.

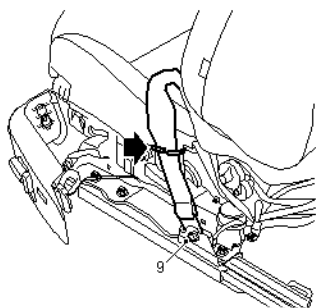


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10. Remove the upper and lower trim strips from the seat. Fold the upholstery and padding back.
11. Remove the upper inner cover.
12. Remove the strap guide.
13. Remove the lower belt fixing.

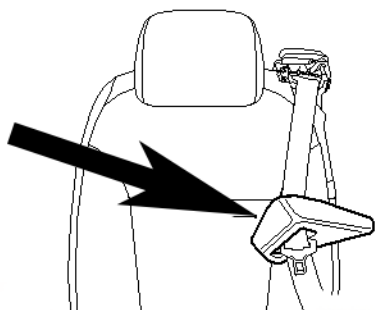
# Product Safety Recall

## 15027 Driver's Seat Belt Replacement



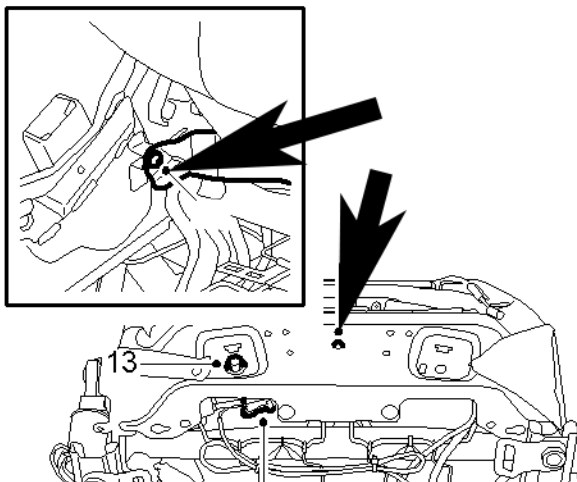
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14. Belt with thin locking tab: Pull the seatbelt out of the guide cover.



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- 15. Remove the fixing screw for the belt reel inner cover.
- 16. Remove the belt reel connector.
- 17. Remove the belt reel fixing screw. Remove the belt assembly.



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- 18. Press the belt reel inner trim forwards and position the new service belt reel.
- 19. Fit the inertia reel.

# Product Safety Recall

## 15027 Driver's Seat Belt Replacement



20. Attach the belt reel connector. Tightening torque 47 Nm (35 lb. ft).
21. Fit the screw for the belt reel inner cover. Check that the lower trim clip is in place.
22. Fit the upper strap guide and upper inner cover.
23. Belt with thin locking tab: Thread the seatbelt into the guide cover.
24. Guide the belt into the lower control.
25. Fit the belt end fitting to the seat. Tightening torque 47 Nm (35 lb. ft).
26. Fold back the padding and upholstery and fit the strips to the seat.
27. Fit sleeves and head restraint.
28. Fit the lower rear cover.
29. Fit the outer side cover.
30. Fold back the backrest and reset the seat.
31. Check the operation of the seat belt.
32. Position the seat in the vehicle and connect the seat connector.
33. Reinstall battery cables.
34. Fit the rear screws. Use Loctite 242 (blue) thread locking adhesive. Do not tighten the screws completely.

**Important: Cars with electrically operated seats:** To access the front bolt, the seat must be blocked at the rear bolt. This is done by holding a screwdriver at the seat's rear bolt while moving the seat back towards the bolt for a few seconds.

35. Move the seat to its rear position, and fit the front screws. Use Loctite 242 (blue) thread locking adhesive.  
**Tightening torque:** 34 Nm (25 lb. ft).

36. Move the seat to its front position and tighten the rear screws. **Tightening torque:** 34 Nm (25 lb ft).

- Cars with electrically adjustable seat: Check with the diagnostic tool as follows:
- Connect the diagnostic tool to the data link connector under the dashboard.
- Delete any fault codes.
- Turn off the ignition and turn it on again. Wait for at least 1 minute with the ignition on.
- Check whether a diagnostic trouble code is displayed:
- If a diagnostic trouble code is shown:
- Carry out fault diagnosis according to the instructions under respective trouble codes.
- If a diagnostic trouble code is not shown proceed with assembly. The assembly was successful. Disconnect the diagnostic tool.

**Warning:** The pinch protection is not active until the window lifts have been calibrated after a power failure.

**Note:** Cars with pinch protection: Perform programming of the pinch protection.

### Calibration of Pinch Protection:

**Note:** First ensure the car is equipped with pinch protection. Lift up the window lift button.

**Cars with pinch protection:** The button has two positions.

**Cars without pinch protection:** The button has one position.

The end positions and travel must be calibrated following mechanical work affecting the end position of the window, the replacement of the motor, door control module, work on the window lift system components - including the window's rails and weather strips, as well as following a loss of power such as when the battery is replaced. Calibration must be carried out after all work involving the removal of the door trim. Before the end positions have been calibrated, express closing will be disabled, which also means that the comfort closing (certain markets) and pinch protection functions will be inoperative.

# Product Safety Recall

## 15027 Driver's Seat Belt Replacement



**Note:** Only one control module may be calibrated at a time owing to voltage variations.

1. Close the window, door and soft top.
2. Start the car.
3. Lower the window fully. Hold the button depressed during the entire operation.
4. Raise the window fully. Hold the button up during the entire operation. Wait for at least 1 second when the window is in the top position.
5. Lower the window fully. Hold the button depressed during the entire operation.
6. Raise the window fully. Hold the button up during the entire operation. Wait for at least 1 second when the window is in the top position.
7. When calibration has been completed an audible confirmation is heard. In the event that there is no audible confirmation, repeat the procedure.

**Note:** In the event the calibration fails using the method described here, use the Tech2 to relearn the anti-pinch.

**Warning:** For pretensioner handling and scrapping, refer to *Pretensioner Handling and Scrapping in SI*.

**Dealer Responsibility** – For U.S. & Export (U.S. 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 U.S. 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 U.S. National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

**Dealer Responsibility** – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

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.

**Dealer Reports**

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export 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 recall is a violation of law in

# Product Safety Recall

## 15027 Driver's Seat Belt Replacement



several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

### **Courtesy Transportation** – For U.S. & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

### **Customer Notification**

U.S. & Canada - General Motors will notify customers of this recall on their vehicle.

Export - Letters will be sent to known owners of record located within areas covered by the U.S. National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers.

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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**



# Product Safety Recall

## 15027 Driver's Seat Belt Replacement



This notice applies to your vehicle, VIN: \_\_\_\_\_

Dear Saab Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. You were previously notified that your 2004-2011 model year Saab 9-3 convertible vehicle is involved in Saab/GM safety recall 15027. Our records indicate that you have not brought your vehicle in to receive the recall repair. It is important that you receive the recall repair as soon as possible. If you have in fact already brought your vehicle in to receive the recall repair, you may disregard this letter.

**For your convenience, you may now have this important safety recall repair performed at your local General Motors dealership.** GM dealers now have the necessary training, tools, and parts to properly address this recall on your Saab vehicle. If you prefer, you may still have this recall repair done at your Saab Official Service Center.

### IMPORTANT

- Your vehicle is involved in Saab/GM safety recall 15027.
- Schedule an appointment with your Saab Official Service Center or GM dealer as soon as possible.
- This service will be performed for you at **no charge**.

#### Why is your vehicle being recalled?

In some vehicles, the automatic tensioning system cable in the driver's side front seat belt retractors may break, causing seat belt webbing spooled out by the user to not retract. If this occurs, it will become obvious to the seat occupant immediately. If a crash were to occur with a seat belt in this condition, the result could increase the risk of injury to the driver.

#### What will we do?

Your Saab Official Service Center or GM dealer will to replace the driver's side retractor on your vehicle. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your Saab Official Service Center or GM dealer will need your vehicle longer than the actual service correction time of approximately 70 minutes.

#### What should you do?

You should contact your Saab Official Service Center or GM dealer to arrange a service appointment as soon as possible.

#### Do you have questions?

If you have questions or concerns that your Saab Official Service Center or GM dealer is unable to resolve, please contact the relevant call center: Saab Customer Assistance Center at 1-800-955-9007 or GM Customer Assistance Center at 1-866-982-2339 or, for Text Telephones (TTY) at 1-800-833-2622.

If after contacting your Saab Official Service Center or GM dealer and the relevant call center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 14V318.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Maryann L. Combs  
Vice President  
Global Vehicle Safety

Saab/GM Recall Number: 15027