



Service Request Activities – UCC PAR

Report Date: Friday, January 27, 2017

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Service Request Detail

SR No.		Ref No.		Cost Ast.	No Goodwill Offered	BRC Type	Early Response
Account		Site/BAC		GW SubType		Business Unit	BRC
Address				Approval	Not Initiated	Area	Early Response
City		Zip	State	UCC	Restraints - (SIR) - Driver Front Air Bag	Sub-Area	TAC Comeback
Last Name	Mazarlegos	First Name	Amanda	Involved Dir	Hooman Chevrolet Of Culver City	Safety	
Daytime #		Evening #	2135075371	Source	Phone	Updated	02/09/2016 12:24:42
Serial/VIN #	1G1RH6E41DU6	Mileage	36681	Priority	Resolved - Dealer	License # CHEVROL ET	Owner WZ96GZ
Model	Volt	Model Year	2013	Status	Closed	Opened	Feb 9, 2016 12:18 AM
Make	Chevrolet	Warranty Start	07/25/2013 00:00:00	Sub Status	Unable to Contact	Closed	Feb 9, 2016 12:23 AM
Cust Concern	ER-CA						
Customer Description	This is an Early Response Case. Do not assume						

Pre-Par

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#
Driver Last Name	Driver First Name			Height	DOB	Disabilities		
Insurance Agent Last Name	Insurance Agent First Name			Phone #	Insurance Agency			

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Incident Loc	Incident Desc
Component	Damage Desc
Vehicle Loc	Add'l Info
Emergency Svc Names	Maint Loc

PAR Detail

Collision	Non Collision	Property Damage	Thermal Event	Spec Equip	
Vehicle Speed		Weather Condition		Prop Owner	Property Type
Last Service Date		Loc Last Service		Property Location	Prop Est Repair Cost
Veh Est Repair Cost		Spec Equip Installer		Prop Damage Description	





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Primary Veh Use	Inspection	Inspected By	Inspection
	Type		Date/Time
Veh Damage		Explain Other	
Description			

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 9, 2016 12:23 AM	WZ96GZ	WZ96GZ	SR Closed - Unable to Contact		Done	02/09/2016 12:23:31	Service Request has been Closed Unable to Contact.
Last Name	First Name	Account	BAC Code				
Mazariegos	Amanda						
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 9, 2016 12:21 AM	WZ96GZ	WZ96GZ	SR Summary	SR Closure Review	Done	02/09/2016 12:21:54	OTS to close
Last Name	First Name	Account	BAC Code				
Mazariegos	Amanda						
Comments							
Restraints SIR / Air Bag 2 2							
CA CEC case							
Close per process							
Tollese/BRC/ER/LV2							

Generated by jz970h



Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 9, 2016 12:20 AM	WZ96GZ	WZ96GZ	ER Information		Done	02/09/2016 12:20:56	TAC Info
Last Name	First Name		Account		BAC Code		
Mazariegos	Amanda						
Comments							
Restraints SIR / Air Bag 2 2							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 9, 2016 12:20 AM	WZ96GZ	WZ96GZ	ER Escalation	Assigned ER Case	Done	02/09/2016 12:20:29	Assigned Case
Last Name	First Name		Account		BAC Code		
Mazariegos	Amanda						
Comments							
TAC Comeback							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 9, 2016 12:19 AM	WZ96GZ	WZ96GZ	VIN Scan	Case Receipt	Done	02/09/2016 12:19:56	Vin Scan
Last Name	First Name		Account		BAC Code		
Mazariegos	Amanda						
Comments							
Previous SRs Toliese/BRC/ER/LV2							
AC US Open							
CCC - CAC Tier 1 Closed							
Confidential Comments							



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Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 9, 2016 12:18 AM	WZ96GZ	WZ96GZ	Research		Done	02/09/2016 12:20:00	CA CEC case
Last Name		First Name	Account		BAC Code		
Mazariegos		Amanda					

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 9, 2016 12:18 AM	WZ96GZ	WZ96GZ	Ownership Changed	Ownership Escalated to BRC	Done	02/09/2016 12:18:56	Ownership Escalated to BRC
Last Name		First Name	Account		BAC Code		
Mazariegos		Amanda					

Comments

Confidential Comments

UCC Information

UCC Code	Description	Symptom
C46	Restraints - (SIR) - Driver Front Air Bag	No Symptom Indicated

End of Report



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Service Request Detail

SR No.		Ref No.		Cost Ast.		BRC Type	N/A
Account	Husker Auto Group, L.L.C.	Site/BAC	170833	GW SubType		Business Unit	TAC US
Address	6833 TELLURIDE DRIVE			Approval	Not Initiated	Area	Electric Vehicle
City	LINCOLN	Zip	68521-8981	State	NE	Sub-Area	Restraints
Last Name	Owen	First Name	Dylon	Involved Dlr		Safety	No
Daytime #		Evening #		Source	Phone	Updated	02/05/2016 16:04:21
Serial/VIN #	1G1RA6E4XDU	Mileage	70762	Priority	Consultant	License # CHEVROL ET	Owner
Model	Volt	Model Year	2013	Status	Closed	Opened	Jan 28, 2016 12:30 AM
Make	Chevrolet	Warranty Start		Sub Status	Linked	Closed	Feb 5, 2016 4:04 PM
Cust Concern	Service air bag message						
Customer Description	B0081 B0074 SYM00 SYM0D SERVICE AIR BAG						

Pre-Par

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#
Driver Last Name	Driver First Name			Height	DOB	Disabilities		
Insurance Agent Last Name	Insurance Agent First Name			Phone #	Insurance Agency			

Generated by jz970h



Incident Loc	Incident Desc
Component	Damage Desc
Vehicle Loc	Add'l Info
Emergency Svc Names	Maint Loc

PAR Detail

Collision	Non Collision	Property Damage	Thermal Event	Spec Equip	
Vehicle Speed		Weather Condition		Prop Owner	Property Type
Last Service Date		Loc Last Service		Property Location	Prop Est Repair Cost
Veh Est Repair Cost		Spec Equip Installer		Prop Damage Description	





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Primary Veh Use	Inspection Type	Inspected By	Inspection Date/Time
Veh Damage Description		Explain Other	

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 5, 2016 4:04 PM	KZHX8N	JZNWPJ	SR Closed - Linked		Done	02/05/2016 16:04:20	Service Request has been Closed Linked.
Last Name Owen		First Name Dylon	Account Husker Auto Group, L.L.C.		BAC Code 176833		
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 3, 2016 1:41 PM	JZNWPJ	TACCLOSE	TAC Case Closing	Technician/Dealer	Done	02/05/2016 16:03:35	.
Last Name Owen		First Name Dylon	Account Husker Auto Group, L.L.C.		BAC Code 176833		
Comments							
Closed Case [REDACTED]							
Correction: Replaced the PPS assembly. .							
Concern: B0051 B0074 SYM00 SYM0D Service air bag. message.							
Cause: PPS assembly.							

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Confidential Comments

Dealer replaced the PPS and has proper operation.

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 3, 2016 12:48 AM	JZNWPJ	JZNWPJ	TAC Outbound Call	Dealer	Done	02/03/2016 13:40:33	Sara - service
Last Name Owen		First Name Dylon	Account Husker Auto Group, L.L.C.		BAC Code 170833		

Comments

The PPS was replaced and the car was released.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 29, 2016 4:38 PM	NZ094F	NZ094F	TAC Inbound Call	Diagnostics	Done	01/29/2016 16:38:34	.
Last Name Owen		First Name Dylon	Account Husker Auto Group, L.L.C.		BAC Code 170833		

Comments

Caller's Name & Position (For rental facilities, list phone # & shop address): Dylon owen tech

Customer Concern: Service air bag message

1 Times in *not for same-day return calls

2 Days Down (*)

n on first call, ask if there aftermarket accessories/modifications present? List:

For Action Center Vehicles (or if unknown), ask:

___ is vehicle at the dealer?

___ is it a stock unit?

Caller states (Results of Previous Suggestions, SI docs, DTCs, Verified? etc.):

- There no codes set. He replaced the pps sensor but can not get it to rezero. He was calling for known concerns.

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Advised caller (your suggestions, info source, etc.):

- Attempt to rezero with the cushion off. Inspect the cushion of monitor.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 29, 2016 4:37 PM	CZV6L5	CZV6L5	TAC Inbound Call	Diagnostics	Done	01/29/2016 16:39:25	Dylon - Tech

Last Name	First Name	Account	BAC Code
Owen	Dylon	Husker Auto Group, L.L.C.	170833

Comments

Tech states:

* He has replaced the PPS and the vehicle is repaired.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 28, 2016 12:40 AM	JZNWPJ	JZNWPJ	TAC Alarm	24 Hour	Done	02/03/2016 13:41:46	NE, SIR, Dylon Owen - Tech

Last Name	First Name	Account	BAC Code
Owen	Dylon	Husker Auto Group, L.L.C.	170833

Comments

1/29

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jan 28, 2016 12:31 AM	JZNWPJ	JZNWPJ	TAC Inbound Call	Diagnostics	Done	01/28/2016 12:47:09	.

Last Name	First Name	Account	BAC Code
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Owen Dylan Husker Auto Group, L.L.C. 170833

Comments

Caller's Name & Position (For rental facilities, list phone # & shop address):
Dylon Owen - Tech

Customer Concern:
Intermittent Service Air Bag light.

1 Times in "not for same-day return calls"
1 Days Down (*)
n on first call, ask if there aftermarket accessories/modifications present? List:

For Action Center Vehicles (or if unknown), ask:
y is vehicle at the dealer?
n is it a stock unit?

Caller states (Results of Previous Suggestions, SI docs, DTCs, Verified? etc.):
• He has history DTCs B0081-00 B0074-00/0D.

Advised caller (your suggestions, info source, etc.):
• Replace the PPS assembly.

Confidential Comments

UCC Information

UCC Code	Description	Symptom
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End of Report



Service Request Detail

SR No.		Ref No.		Cost Ast.		BRC Type	N/A	
Account	Autonation Chevrolet Superstition Springs	Site/BAC	171368	GW SubType		Business Unit	TAC US	
Address	6330 E SUPERSTITION SPRINGS BLVD			Approval	Not Initiated	Area	Restraints	
City	MESA	Zip	85206	State	AZ	Sub-Area	SIR / Air Bag	
Last Name	Voyekowski	First Name	Wes	Involved Dlr		Safety	No	
Daytime #	4806164500	Evening #		Source	Phone	Updated	07/29/2015 12:04:03	
Serial/VIN #	1G1RA6E42DU	Mileage	51262	Priority	Consultant	License # CHEVROL ET	Owner	DZ74JZ-TERMINATION
Model	Volt	Model Year	2013	Status	Closed	Opened	Jul 29, 2015 11:42 AM	
Make	Chevrolet	Warranty Start		Sub Status	Unlinked	Closed	Jul 29, 2015 12:04 AM	
Cust Concern	Sir mil intermittent							
Customer Description	SIR MIL INTERMITTENT B0081 B0074							

Pre-Par

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#
Driver Last Name	Driver First Name			Height	DOB		Disabilities	
Insurance Agent Last Name	Insurance Agent First Name			Phone #		Insurance Agency		



Incident Loc	Incident Desc
Component	Damage Desc
Vehicle Loc	Add'l Info
Emergency Svc Names	Maint Loc

PAR Detail

Collision	Non Collision	Property Damage	Thermal Event	Spec Equip	
Vehicle Speed		Weather Condition		Prop Owner	Property Type
Last Service Date		Loc Last Service		Property Location	Prop Est Repair Cost
Veh Est Repair Cost		Spec Equip Installer		Prop Damage Description	





Primary Veh Use	Inspection Type	Inspected By	Inspection Date/Time
Veh Damage Description		Explain Other	

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 29, 2015 12:04 AM	DZ74JZ	DZ74JZ-TERMINATION	SR Closed - Unlinked		Done	07/29/2015 12:04:01	Service Request has been Closed Unlinked.
Last Name Voyekowski		First Name Wes	Account Autonation Chevrolet Superstition Springs		BAC Code 171368		
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 29, 2015 12:01 AM	DZ74JZ	DZ74JZ-TERMINATION	TAC Inbound Call	Diagnostics	Done	07/29/2015 12:03:55	...
Last Name Voyekowski		First Name Wes	Account Autonation Chevrolet Superstition Springs		BAC Code 171368		
Comments							
☐ 1 Number of times in for the same concern?							
☒ 3 Number of days down as provided by the caller?							
☐ Does the vehicle have any aftermarket accessories or modifications?							
☐ Has the concern been duplicated?							
☐ Have any SI document been utilized (Capture Doc ID)?							
Caller's Name (First Name, Last Name & Position):							



Tech

Customer Concern sir mil

Dealer Comments/Diagnosis (DTC's Tech states he has codes b0081 b0074 set in history Tech states that this vehicle has a large cushion on the pps sensor. Tech states that he believes this is causing the code.

Tac suggests that this is likely the cause but to remove and make sure no other airbag concerns and to then inform customer of reason.

Confidential Comments

UCC Information

UCC Code	Description	Symptom
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End of Report





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Service Request Detail

SR No.		Ref No.		Cost Ast.		BRC Type	N/A
Account	Fred Beans Chevrolet	Site/BAC	113823	GW SubType		Business Unit	TAC US
Address	845 N EASTON RD			Approval	Not Initiated	Area	Electric Vehicle
City	DOYLESTOWN	Zip	18902	State	PA	Sub-Area	Restraints
Last Name	Linson	First Name	Paul	Involved Dlr		Safety	No
Daytime #	2153483586	Evening #		Source	Phone	Updated	03/24/2016 14:44:32
Serial/VIN #	1G1RD6E44DU	Mileage	32133	Priority	Consultant	License # CHEVROL ET	Owner CZV6L5
Model	Volt	Model Year	2013	Status	Closed	Opened	Mar 4, 2016 9:12 AM
Make	Chevrolet	Warranty Start		Sub Status	Linked	Closed	Mar 24, 2016 2:44 PM
Cust Concern	SIR light intermittently						
Customer Description	B0074 SYM00 B0074 0D B0081 SYM00 REPEAT REPAIR						

Pre-Par

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					

Generated by jz970h



Incident Loc	Incident Desc
Component	Damage Desc
Vehicle Loc	Add'l Info
Emergency Svc Names	Maint Loc

PAR Detail

Collision	Non Collision	Property Damage	Thermal Event	Spec Equip	
Vehicle Speed		Weather Condition		Prop Owner	Property Type
Last Service Date		Loc Last Service		Property Location	Prop Est Repair Cost
Veh Est Repair Cost		Spec Equip Installer		Prop Damage Description	





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Primary Veh Use	Inspection Type	Inspected By	Inspection Date/Time
Veh Damage Description	Explain Other		

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 24, 2016 2:44 PM	KZHX8N	CZV6L6	SR Closed - Linked		Done	03/24/2016 14:44:30	Service Request has been Closed Linked.
Last Name Linson		First Name Paul	Account Fred Beans Chevrolet		BAC Code 113823		
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2016 9:32 AM	CZV6L5	TACCLOSE	TAC Case Closing	Technician/Dealer	Done	03/24/2016 14:44:23	.
Last Name Linson		First Name Paul	Account Fred Beans Chevrolet		BAC Code 113823		
Comments							
Closed Case: [REDACTED]							
Correction: Replaced the airbag front passenger presence sensor following SI Document ID [REDACTED]							
Concern: B0074 SYM00 B0074 0D B0061 SYM00 SIR light intermittently.							
Cause: Airbag front passenger presence sensor.							
Confidential Comments							

Generated by jz970h



Correction:

* Replaced the Airbag Front Passenger Presence Sensor. Document ID: [REDACTED]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 4, 2016 9:28 AM	CZV6L6	CZV6L6	TAC Alarm	72 Hour	Done	03/09/2016 09:34:23	PA 3/4 PPS Paul - Tech
Last Name Linson	First Name Paul	Account Fred Beans Chevrolet	BAC Code 113823				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 4, 2016 9:23 AM	CZV6L6	CZV6L6	Ownership Changed		Done	03/04/2016 09:23:18	Service Request Ownership has changed FROM: QZGUC9 TO: CZV6L6
Last Name Linson	First Name Paul	Account Fred Beans Chevrolet	BAC Code 113823				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 4, 2016 9:16 AM	CZV6L6	CZV6L6	TAC Inbound Call	Diagnostics	Done	03/04/2016 09:28:51	.
Last Name Linson	First Name Paul	Account Fred Beans Chevrolet	BAC Code 113823				

Comments

Caller's Name & Position : Paul Linson - Tech

Customer Concern: SIR light intermittently.

Times In : 2

Days Down : 2

Aftermarket accessories/modifications present ? n

Caller states :



* Unable to duplicate concern, history codes B0074 SYM00, B0074 0D & B0081 SYM00.
* Previous visit the wiring was inspected and dielectric grease applied to connector and codes have returned.
* No further repair attempts, calling for advice and similar cases.

Advised caller :
* Replace the Airbag Front Passenger Presence Sensor and re-evaluate, Document ID: [REDACTED]

Confidential Comments

UCC Information

UCC Code	Description	Symptom
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End of Report





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Service Request Detail

SR No.		Ref No.		Cost Ast.		BRC Type	N/A
Account	Hooman Chevrolet Of Culver City	Site/BAC	292842	GW SubType		Business Unit	TAC US
Address	6101 WEST SLAUSON AVENUE			Approval	Not Initiated	Area	Restraints
City	CULVER CITY	Zip	90230	State	CA	Sub-Area	SIR / Air Bag
Last Name	Martinez	First Name	Oscar	Involved Dlr		Safety	No
Daytime #		Evening #		Source	Phone	Updated	02/10/2016 15:33:18
Serial/VIN #	1G1RH6E41DU	Mileage	36681	Priority	Consultant	License #	CHEVROL ET
Model	Volt	Model Year	2013	Status	Closed	Owner	JZNWPFJ
Make	Chevrolet	Warranty Start	07/25/2013 00:00:00	Sub Status	Linked	Opened	Feb 8, 2016 12:22 AM
Cust Concern	air bag light on						
Customer Description	B0074 SYM0D SYM00 AIR BAG LIGHT ON						

Pre-Par

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#
Driver Last Name	Driver First Name		Height		DOB		Disabilities	
Insurance Agent Last Name	Insurance Agent First Name			Phone #		Insurance Agency		

Generated by jz970h



Incident Loc	Incident Desc
Component	Damage Desc
Vehicle Loc	Add'l Info
Emergency Svc Names	Maint Loc

PAR Detail

Collision	Non Collision	Property Damage	Thermal Event	Spec Equip	
Vehicle Speed		Weather Condition		Prop Owner	Property Type
Last Service Date		Loc Last Service		Property Location	Prop Est Repair Cost
Veh Est Repair Cost		Spec Equip Installer		Prop Damage Description	





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Primary Veh Use	Inspection Type	Inspected By	Inspection Date/Time
Veh Damage Description		Explain Other	

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 10, 2016 3:38 PM	KZHX8N	JZNWPJ	SR Closed - Linked		Done	02/10/2016 15:38:09	Service Request has been Closed Linked.
Last Name Martinez		First Name Oscar	Account Hooman Chevrolet Of Culver City		BAC Code 292842		
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 10, 2016 2:23 PM	JZNWPJ	TACCLOSE	TAC Case Closing	Technician/Dealer	Done	02/10/2016 15:37:59	.
Last Name Martinez		First Name Oscar	Account Hooman Chevrolet Of Culver City		BAC Code 292842		
Comments							
Closed Case: [REDACTED]							
Correction: Replaced the K85 Passenger Presence Module (PPS).							
Concern: B0074 SYM00 SYM00 SIR Air bag light on.							
Cause: K85 Passenger Presence Module (PPS).							

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Confidential Comments Dealer replaced the K85 Passenger Presence Module (PPS)							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 10, 2016 2:22 PM	JZNWPJ	JZNWPJ	TAC Outbound Call	Dealer	Done	02/10/2016 14:23:05	Oscar Martinez - Tech C# (310) 357-4572
Last Name Martinez		First Name Oscar		Account Hooman Chevrolet Of Culver City		BAC Code 292842	
Comments Oscar has completed repairs and has no concerns.							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 8, 2016 12:47 AM	JZNWPJ	JZNWPJ	TAC Alarm	24 Hour	Done	02/10/2016 14:23:09	CA, PPS, Oscar Martinez - Tech C# (310) 357-4572
Last Name Martinez		First Name Oscar		Account Hooman Chevrolet Of Culver City		BAC Code 292842	
Comments 2/9							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 8, 2016 12:29 AM	JZNWPJ	JZNWPJ	TAC Inbound Call	Diagnostics	Done	02/08/2016 12:47:09	.
Last Name Martinez		First Name Oscar		Account Hooman Chevrolet Of Culver City		BAC Code 292842	
Comments Caller's Name & Position (For rental facilities, list phone # & shop address): Oscar Martinez - Tech C# (310) 357-4572							
Customer Concern: SIR light on.							

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2 Times in *not for same-day return calls

2 Days Down (*)

n on first call, ask if there aftermarket accessories/modifications present? List:

For Action Center Vehicles (or if unknown), ask:

___ is vehicle at the dealer?

___ is it a stock unit?

Caller states (Results of Previous Suggestions, SI docs, DTCs, Verified? etc.):

• Oscar has a current B0074-0D. He has replaced the PPS on 4/27/15 at 24,131miles and found it was also replaced at another dealer on 3/26/14 at 9,615miles.

• He is calling to see if there are any known concerns.

Advised caller (your suggestions, info source, etc.):

• No known concerns.

• Replace the K85 Passenger Presence Module.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 8, 2016 12:29 AM	JZNWPJ	JZNWPJ	Ownership Changed		Done	02/08/2016 12:29:41	Service Request Ownership has changed FROM: VZJS00 TO: JZNWPJ
Last Name Martinez	First Name Oscar	Account Hooman Chevrolet Of Culver City	BAC Code 292842				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 8, 2016 12:27 AM	VZJS00	VZJS00	TAC Inbound Call	Diagnostics	Done	02/08/2016 12:27:40	transfer to hybrid
Last Name Martinez	First Name Oscar	Account Hooman Chevrolet Of Culver City	BAC Code 292842				

Comments

Caller's Name & Position (For rental facilities, list phone # & shop address): Oscar Martinez tech



Customer Concern: air bag light on

__1__ Times in 'not for same-day return calls'
__1__ Days Down (*)
__n__ on first call, ask if there aftermarket accessories/modifications present? List:

For Action Center Vehicles (or if unknown), ask:
__y__ is vehicle at the dealer?
__n__ is it a stock unit?

Caller states (Results of Previous Suggestions, SI docs, DTCs, Verified? etc.):
• Codes b0074 sym0d/00
• Doc [REDACTED]

Advised caller (your suggestions, info source, etc.):
• Transfer to hybrid

Confidential Comments

UCC Information

UCC Code	Description	Symptom
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End of Report





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Service Request Detail

SR No.		Ref No.		Cost Ast.		BRC Type	N/A
Account	Elco Chevrolet And Cadillac, Inc.	Site/BAC	111304	GW SubType		Business Unit	TAC US
Address	PO BOX 3140			Approval	Not Initiated	Area	Electric Vehicle
City	Ballwin	Zip	63022-3140	State	MO	Sub-Area	Restraints
Last Name	Pagano	First Name	Pat	Involved Dlr		Safety	No
Daytime #		Evening #		Source	Phone	Updated	02/11/2016 11:06:38
Serial/VIN #	1G1RD6E49DL	Mileage	45486	Priority	Consultant	License #	Owner
Model	Volt	Model Year	2013	Status	Closed	Opened	Feb 4, 2016 10:58 AM
Make	Chevrolet	Warranty Start	01/08/2013 00:00:00	Sub Status	Unlinked	Closed	Feb 11, 2016 11:06 AM
Cust Concern	Airbag light comes on and off B0074-0D in history						
Customer Description	B0074 SYMCD						

Pre-Par

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					

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Incident Loc	Incident Desc
Component	Damage Desc
Vehicle Loc	Add'l Info
Emergency Svc Names	Maint Loc

PAR Detail

Collision	Non Collision	Property Damage	Thermal Event	Spec Equip	
Vehicle Speed		Weather Condition		Prop Owner	Property Type
Last Service Date		Loc Last Service		Property Location	Prop Est Repair Cost
Veh Est Repair Cost		Spec Equip Installer		Prop Damage Description	





Service Request Activities – UCC PAR

Report Date: Friday, January 27, 2017

Page 3 of 6

Primary Veh Use	Inspection Type	Inspected By	Inspection Date/Time
Veh Damage Description		Explain Other	

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 11, 2016 11:06 AM	CZV6L5	CZV6L6	SR Closed - Unlinked		Done	02/11/2016 11:06:37	Service Request has been Closed Unlinked.
Last Name Pagano		First Name Pat	Account Elco Chevrolet And Cadillac, Inc.		BAC Code 111304		
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 11, 2016 11:05 AM	CZV6L5	CZV6L6	TAC Outbound Call	Case Closing	Done	02/11/2016 11:06:24	John - SA
Last Name Brinkman		First Name John	Account Elco Chevrolet And Cadillac, Inc.		BAC Code 111304		
Comments							
SA states: * Customer has appointment to return 2/16/16.							
Confidential Comments							
Created	Created By	Assigned To	Activity	Sub-Type	Status	Actual Completion	Description

Generated by jz970h



Service Request Activities – UCC PAR

Report Date: Friday, January 27, 2017

Page 4 of 6

Feb 4, 2016 11:22 AM	CZV6L6	CZV6L6	Type	TAC Alarm	72 Hour	Done	02/11/2016 11:06:31	MO 2/4 PPS B0074 Pat - Tech
Last Name	Pagano	First Name	Pat	Account	Elco Chevrolet And Cadillac, Inc.	BAC Code	111304	
Comments								
Confidential Comments								
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description	
Feb 4, 2016 11:01 AM	CZV6L6	CZV6L6	Ownership Changed		Done	02/04/2016 11:01:53	Service Request Ownership has changed FROM: NZKM5P TO: CZV6L6	
Last Name	Pagano	First Name	Pat	Account	Elco Chevrolet And Cadillac, Inc.	BAC Code	111304	
Comments								
Confidential Comments								
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description	
Feb 4, 2016 11:01 AM	CZV6L6	CZV6L6	TAC Inbound Call	Diagnostics	Done	02/04/2016 11:22:18	Pat Pagano - Tech	
Last Name	Pagano	First Name	Pat	Account	Elco Chevrolet And Cadillac, Inc.	BAC Code	111304	
Comments								
Tech states:								
* The PPS was replaced approx a month ago for code B0774 sym00 & sym11.								
* The code now is B0074 sym0D.								
* The vehicle is not currently at the dealer, the customer could not leave it.								
* The customer did mention he does place his phone and a computer on the seat while driving.								
Advised dealer:								
* Check the PPS sensor that it is on top of the heating element and not below.								
Confidential Comments								

Generated by jz970h



Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 4, 2016 10:59 AM	NZKM5P	NZKM5P	TAC Inbound Call	Diagnostics	Done	02/04/2016 11:00:30	airbag light comes on and off B0074-0D in history
Last Name Pagano		First Name Pat	Account Elco Chevrolet And Cadillac, Inc.		BAC Code 111304		
Comments Case Info BAC: 111304 State: MO - Missouri Contact: Pat Pagano Phone: (314) 608-1232 VIN: 1G1RD6E49DU SR#: Group: Hybrid Template Questions Times In: 2 Days Down: 2 Aftermarket Acc./Modifications: No Concern Duplicated: No SI Documents Used: Yes Documents: Vehicle at Dealer: No Stock Vehicle: No Vehicle Towed In: No Confidential Comments							
UCC Information							
UCC Code		Description			Symptom		



Service Request Activities – UCC PAR

Report Date: Friday, January 27, 2017

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End of Report

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☐ VIN Filter ☐ UltraVIN Filter ☒ Year Filter

Illustration: (1R14-024) 2013-2015 RC SEAT ASM/PASSENGER CUSHION (LEATHER TRIM EW4)

Item Count: 4

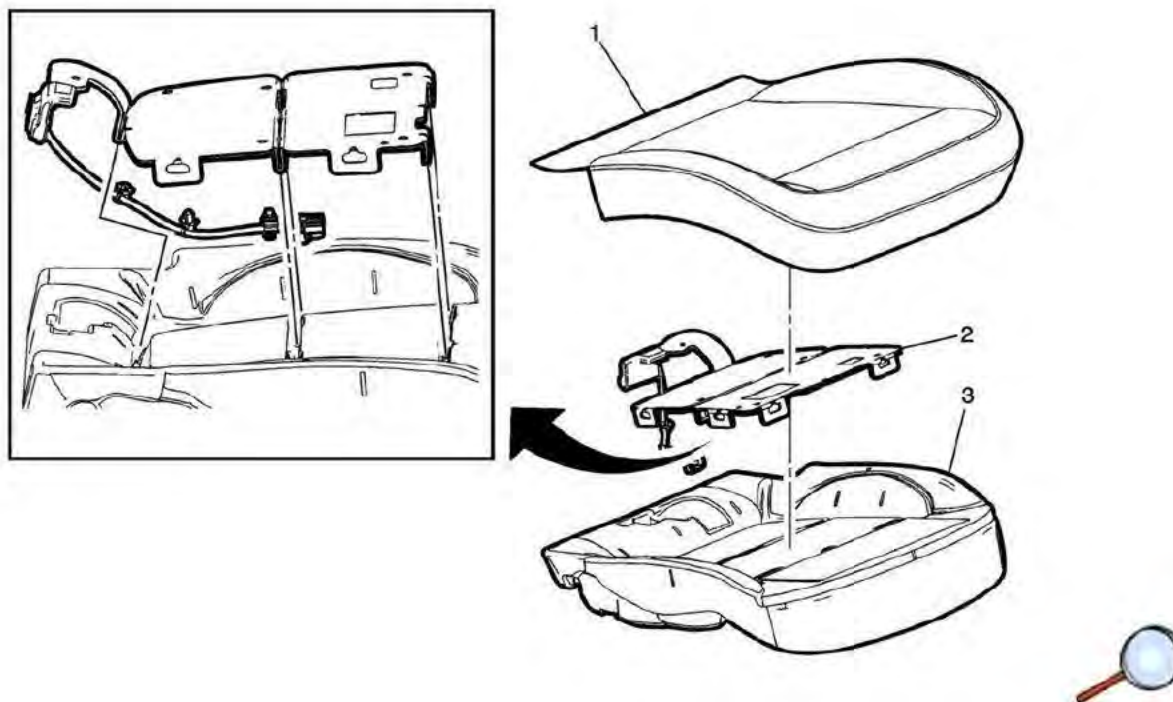
	Call	Part #	Group	H	Description	Usage	Year	Qty
Part Kit								
+	K01	<u>22968438</u>	14.865		MODULE KIT, AIRBAG FRT PASS PRESENCE (W/ SEN) (INCLS 2-4)	RC (KA1)	2013 - 2015	01
Part Kit Components								
	2		NS		MODULE KIT, AIRBAG FRT PASS PRESENCE (W/ SEN) (*KIT1)		2013 - 2015	
+	3	<u>22928321</u>	11.500		HEATER, P/SEAT CUSH (*KIT1)	RC (A51,EW4)	2013 - 2015	01
	4		NS		PAD, P/SEAT CUSH (*KIT1)		2013 - 2015	

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File Name:



Airbag Front Passenger Presence Sensor Replacement



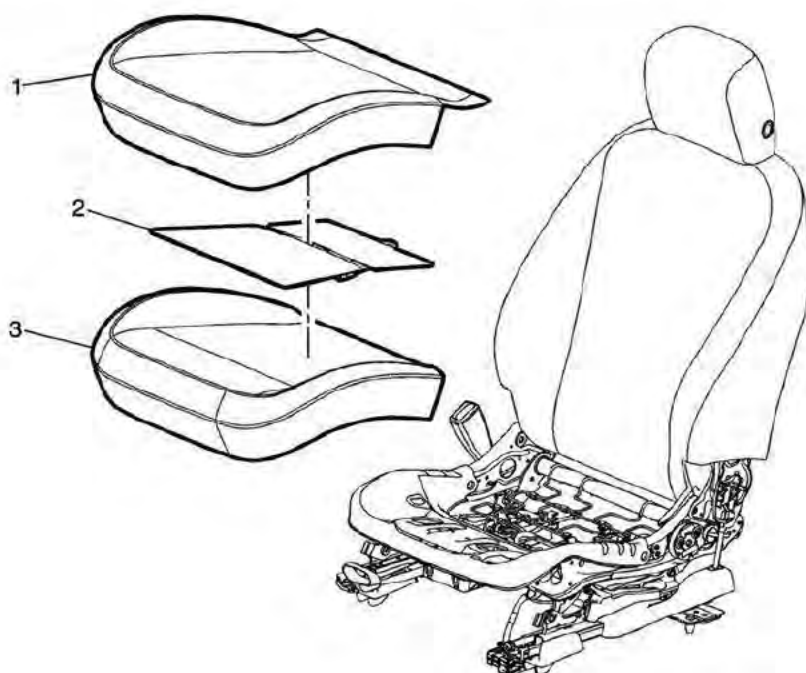
Airbag Front Passenger Presence Sensor Replacement

Callout	Component Name
Warning: Refer to SRWarning. Warning: Replace the passenger presence system as a complete assembly to prevent possible injury to the occupant. All the components in the service kit are assembled and calibrated as a unit. Using only some of the components in the service kit will cause the passenger presence system to operate improperly. Warning: To avoid personal injury, perform a preload test on the passenger presence system whenever you remove or replace the seat cushion trim. Failure to do so may cause the system to malfunction. Preliminary Procedure 1. Remove the driver or passenger seat. Refer to Driver or Passenger Seat Removal and Installation. 2. Remove the front seat cushion cover. Refer to Front Seat Cushion Cover and Pad Replacement.	
1	Front Seat Cushion Cover
2	Inflatable Restraint Front Passenger Presence Sensor Assembly Procedures 1. Preload Test the inflatable restraint passenger presence system whenever the seat cushion or any component of the passenger presence system is removed. Refer to Control Module References

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Callout	Component Name
	2. Disconnect the electrical connectors. 3. Separate the cushion cover from the pad assembly. 4. Program the inflatable restraint passenger presence system after replacement. Refer to Control Module References. Tip: ▮ The passenger presence system is an integral part of the pad on the passenger seat cushion. ▮ The sensor, module and seat cushion pad must be replaced as a unit. ▮ Note the routing of the wiring harness and connector location for installation.
3	Front Seat Cushion Pad

Front Seat Cushion Cover and Pad Replacement



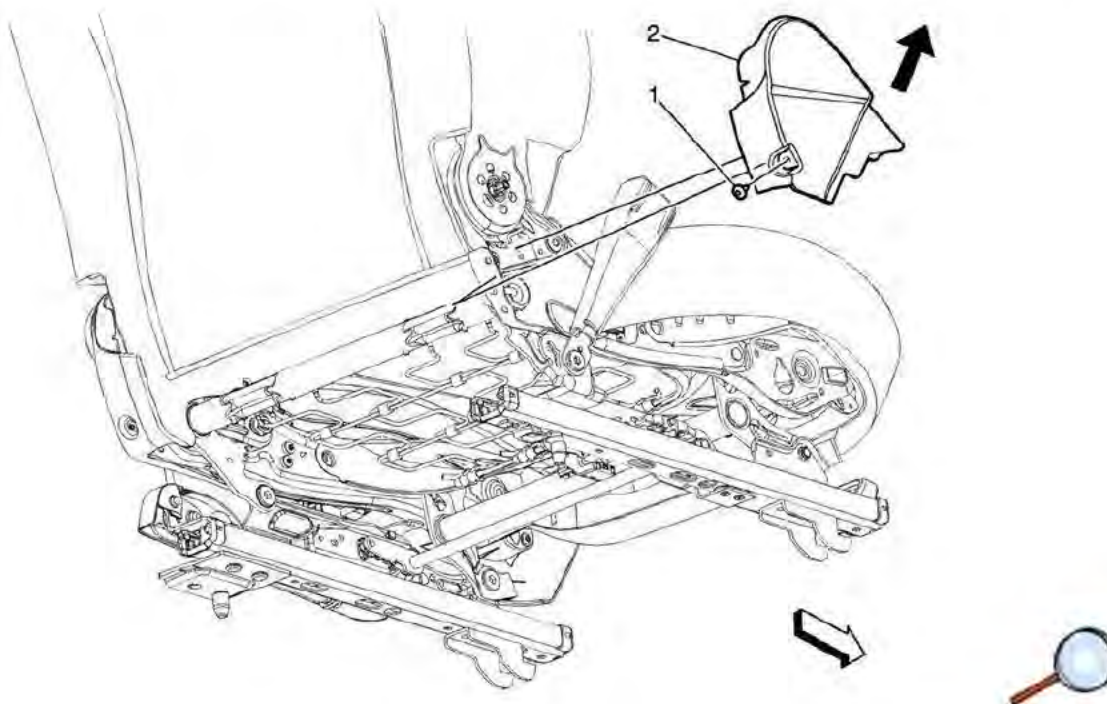
Front Seat Cushion Cover and Pad Replacement

Callout	Component Name
Warning: Refer to SR Warning. Preliminary Procedures 1. Remove the driver or passenger seat. Refer to Driver or Passenger Seat Removal and Installation. 2. Remove the driver or passenger seat cushion outer finish panel. Refer to Driver or Passenger Seat Cushion Outer Finish Panel Replacement. 3. Remove the driver or passenger seat inner rediner finish cover. Refer to Driver or Passenger Seat Inner Rediner Finish Cover Replacement.	
1	Front Seat Cushion Cover Procedure 1. Disengage the J-channel retainers from the seat cushion frame. 2. Disconnect the electrical connectors that attach to the seat cushion, if equipped. 3. Remove the seat cushion cover and pad from the seat cushion frame as an assembly. 4. Separate the seat cushion from the seat cushion pad by pulling the cover away from the pad. 5. When replacing the front passenger seat cushion, you must also replace the inflatable restraint passenger presence sensor. Refer to Airbag Front Passenger Presence Sensor Replacement.

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Callout	Component Name
2	Front Seat Cushion Heater, If Equipped Procedure Remove the driver or passenger seat cushion heater. Refer to Driver Seat Cushion Heater Replacement or Passenger Seat Cushion Heater Replacement .
3	Front Seat Cushion Pad

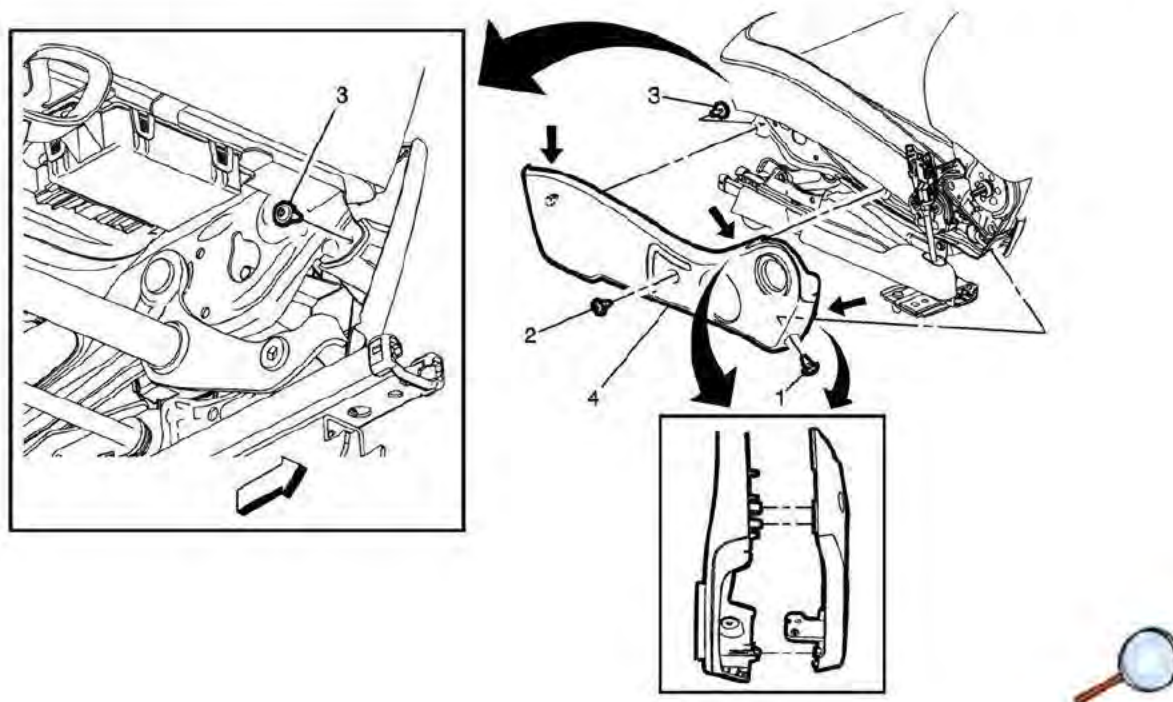
Driver or Passenger Seat Inner Recliner Finish Cover Replacement



Driver or Passenger Seat Inner Recliner Finish Cover Replacement

Callout	Component Name
1	Driver or Passenger Seat Inner Recliner Finish Cover Fastener
2	Driver or Passenger Seat Inner Recliner Finish Cover Caution: Refer to Fastener Caution Procedure Firmly grasp the upper area of the finish cover that folds over the seat cushion frame, pull upward and then outboard to disengage the finish cover from the seat cushion frame.

Driver or Passenger Seat Cushion Outer Finish Panel Replacement



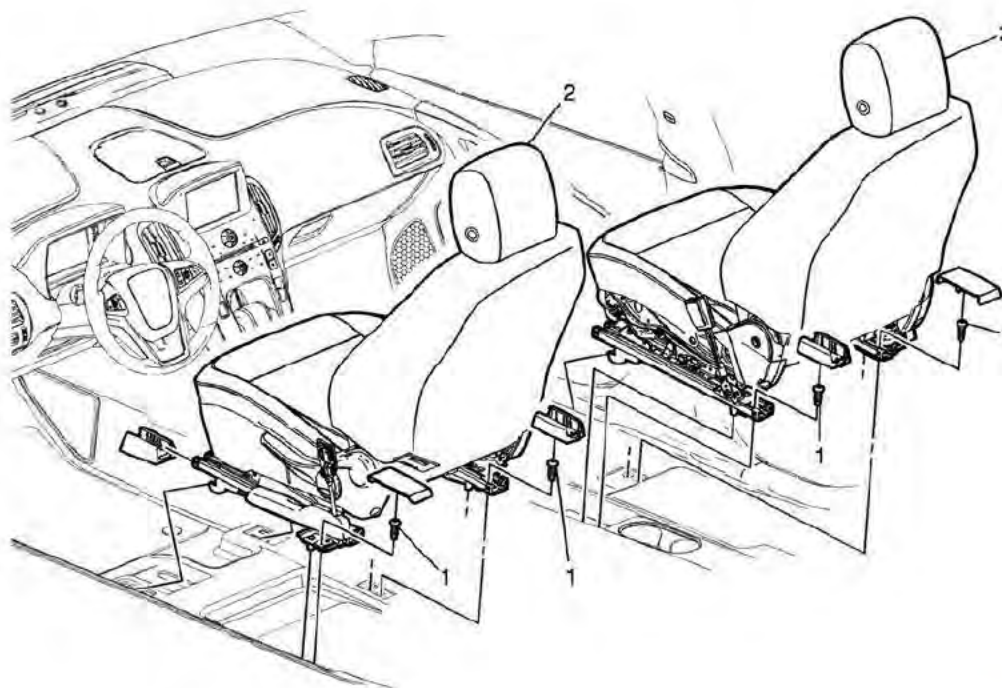
Driver or Passenger Seat Cushion Outer Finish Panel Replacement

Callout	Component Name
Preliminary Procedure 1. Remove the seat belt from the seat belt anchor. Refer to Driver or Passenger Seat Retractor Side Belt Replacement. 2. Remove the driver or passenger seat adjuster vertical actuator handle. Refer to Driver or Passenger Seat Adjuster Vertical Actuator Handle Replacement. 3. Remove the driver or passenger seat recliner handle. Refer to Front Seat Back Recliner Handle Replacement.	
1	Driver or Passenger Seat Outer Adjuster Finish Cover Rear Fastener Procedure 1. Make sure the seat is in the full up position. 2. After removal of the fastener, using a flat bladed tool, pry upward on the tab connecting the inner and outer panels..
2	Driver or Passenger Seat Outer Adjuster Finish Cover Side Fastener Procedure After removal of the fastener, using a flat bladed tool, pry upward on the two tabs connecting the inner and outer panels.

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Callout	Component Name
3	Driver or Passenger Seat Outer Adjuster Finish Cover Front Fastener
4	Driver or Passenger Seat Outer Adjuster Finish Cover Procedure 1. Push downward on the front hidden clip to release the panel from the frame. 2. Pull upward on the finish trim top edge to release the panel ribs from the frame. 3. Disconnect any electrical connector, if equipped. 4. If replacing the cover, transfer components as necessary.

Driver or Passenger Seat Removal and Installation



Driver or Passenger Seat Removal and Installation

Callout	Component Name
Warning: Refer to SR Warning . Preliminary Procedures 1. Disable the SIR system. Refer to SIR Disabling and Enabling. 2. Disconnect the front seat belt tensioner fastener by removing the cap, bolt, and cover. Refer to Driver or Passenger Seat Retractor or Side Belt Replacement.	
1	Front Seat Bolt (Qty: 4) Caution: Refer to Fastener Caution . Procedure 1. Adjust the seat to the full forward position to gain access to the rear bolts. 2. Remove the foot cover by pulling up on the rear of the cover and then pushing forward to gain access to the rear outboard bolts. Tighten 45 Y (33 lb ft)
2	Front Seat Assembly (Qty: 2) Procedure

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Callout	Component Name
	1. Disconnect the electrical. 2. With the aid of an assistant remove the front seat, by tilting the seat forward and then lifting and pulling the seat rearwards to disengage the front hooks. 3. Transfer components as necessary.



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File Name: [REDACTED] 2013 CHEVY VOLT WITH AL0 VINS.CSV

[REDACTED]

Document Provided in Native Format

File Name: REPORT WITH AFA AND EEY AND AL0 FOR [REDACTED]
2013 CHEVY VOLT DTL.XLSX

Document Provided in Native Format

File Name: REPORT WITH AFD AND EW4 AND ALO FOR [REDACTED]
2013 CHEVY VOLT DTL.XLSX

Document Provided in Native Format

File Name: REPORT WITH AFG AND EW4 AND AL0 FOR [REDACTED]
2013 CHEVY VOLT DTL.XLSX

Document Provided in Native Format

File Name: REPORT WITH AFK AND EEY AND AL0 FOR [REDACTED]
2013 CHEVY VOLT DTL.XLSX

 **Global Warranty**

Thomas Drobot
February 23, 2017

 Logout

Global Warranty Management: Main > Interface With Customer > View Vehicle Build

INTERFACE WITH CUSTOMER **PREPARE & SUBMIT TRANSACTIONS** **RECONCILE RESULTS** **ANALYZE WARRANTY** **USER OPTIONS**

View Vehicle Build

This screen allows IVH user to view the initial build information on the selected VIN including option codes with descriptions (where available).

Vehicle Information

VIN: **1G1FD6E49D** Model: **1RC68-20 13 VOLT**
Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: **10 - P.E.P./S.P.L.E.V.E.N.T**
Field Actions: [0 Open](#) [REQUEST ANOTHER VIN](#)

Vehicle Build

Model: **1RC68-20 13 VOLT** Order Number:
Gross Vehicle Weight: **2,073** Build Date: **08/29/2012**
Build Plant: **U**

Option Codes

*IVH is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

05N - TRIM SEAT SUEDE	07G - TRIM COLOR SEAT MED URBAN
1EG - TRIM COLOR DOOR DOOR PANEL MED URBAN	1SZ - DISCOUNT OPTION PACKAGE
4EH - INTERIOR TRIM URBAN/ MED URBAN	5A7 - TIRE SEALANT AND INFLATOR KIT (IN PLACE OF SPARE TIRE)
5GN - TIRES, ALL SEASON BLACKWALL	9L3 - TIRE SEALANT & INFLATOR KIT IN PLACE OF SPARE TIRE
A51 - FRONT BUCKET SEATS	AFJ - PEBBLE BEIGE
AL0 - AIRBAGS, ROOF RAIL SIDE IMPACT FOR FRONT AND REAR OUTBOARD SEATING POSITIONS	AXJ - PASSENGER CAR
AY0 - AIRBAGS, DUAL-STAGE FRONTAL SIDE IMPACT & KNEE FOR DRIVER AND FRONT PASSENGER	B0R - GM PRODUCTION WEEK #34
C68 - AIR CONDITIONING, AUTOMATIC	DA1 - REAR SEAT ARM REST
DD8 - MIRROR//S/R VLT SENSITIVE	DE4 - PLANT HAM TRAMACK
DWK - MIRRORS, OUTSIDE HEATED, POWER ADJUSTABLE, BODY COLOR	EF7 - COUNTRY CODE, U.S.A.
EVB - BATTERY, PROPULSION, LITHIUM ION	FE2 - SUSPENSION SYSTEM
FE9 - 50-STATE EMISSIONS	FGV - TRIM DOOR SUEDE INSERT
FHO - VEHICLE FUEL GASOLINE E10	FXW - FINAL DRIVE RATIO, 2.16
GWS - SILVER TOPAZ METALLIC	I13 - ENGINEERING MODEL YEAR
J60 - ANTILOCK BRAKE SYSTEM, 4 WHEEL DISC	KA1 - HEATED FRONT SEAT, DRIVER AND PASSENGER
KT1 - TIRE SEALANT & INFLATOR KIT IN PLACE OF SPARE TIRE	LHD - LEFT HAND DRIVE
LJU - ENGINE RANGE EXTENDER, 1.4L INTERNAL COMBUSTION ENGINE	MIKA - ELECTRIC DRIVE UNIT, VOLTEC
N30 - LEATHER WRAP STEERING WHEEL	NT7 - EMISSION SYSTEM FEDERAL, TIER 2
PCQ - PREMIUM TRIM PKG INCLUDES: * LEATHER APPOINTED SEATING * HEATED FRONT SEAT, DRIVER AND PASSENGER * LEATHER WRAP STEERING WHEEL * REAR SEAT REMOVABLE ARM REST	R6F - IDENTIFY B-CODE USERS

For this vehicle:
→ [View Vehicle Summary](#)
→ Service Contract
→ Branded Title
→ Warranty Block
→ [View Vehicle Build](#)
→ [View Vehicle Component Summary](#)
→ [View Vehicle Transaction History Detail](#)
→ [View Vehicle Delivery Information](#)
→ [Investigate Major Assembly History](#)

R9N - CONTROL-SALES ITEM NO. 89	SLM - SALES PROCESSING STOCK ORDERS
U2K - XM RADIO + SERVICE SUBSCRIPTION SOLD SEPARATELY BY SIRIUS XM AFTER 3 MONTHS	UD7 - REAR PARKING ASSIST
UDF - FRONT PARK ASSIST	UE1 - 3 YRS ONSTAR DIRECTIONS & CONNECTIONS W/ AUTOMATIC CRASH RESPONSE, TURN-BY-TURN NAVIGATION, MYVOLT.COM, AND ONSTAR REMOTELINK (ASK DEALER ABOUT GEOGRAPHIC COVERAGE)
UE4 - SENSOR INDICATOR FOLLOWING DISTANCE	UEJ - FORWARD COLLISION ALERT
UFL - LANE DEPARTURE VIEW	UG1 - UNIVERSAL HOME REMOTE
UHQ - CHEVROLET MYLINK RADIO WITH NAVIGATION	UJM - TIRE PRESSURE MONITOR
UP9 - CHEVROLET MYLINK	UQA - BOSE PREMIUM SPEAKER SYSTEM
UVC - REAR VISION CAMERA SYSTEM	UVF - CAMERA FRONT VIEW
V7X - ENHANCED SAFETY PKG 1 INCLUDES: * AUTO-DIMMING INSIDE REARVIEW MIRROR * REAR PARK ASSIST * REAR VISION CAMERA	V7Y - ENHANCED SAFETY PKG 2 INCLUDES: * FRONT PARK ASSIST * FORWARD COLLISION ALERT * LANE DEPARTURE WARNING
V8D - VEHICLE STATEMENT US	VRG - VALUE ADDED ASM COCKPIT
VRH - VALUE ADDED ASM STEERING COLUMN	VRK - VALUE ADDED ASM ROOF TRIM
VRL - VALUE ADDED ASM FRONT HORIZONTAL SUSPENSION	VRM - VALUE ADDED ASM FRONT VERTICAL SUSPENSION
VRN - VALUE ADDED ASM REAR SUSPENSION	VRR - VALUE ADDED ASM TIRES & WHEELS
VT7 - OWNERS MANUAL	VZD - MODEL YEAR IDENTIFIER
WQX - WHEELS, 17" PAINTED ALUMINUM	

Added Option Codes

~DA~

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 **Global Warranty**

Thomas Drobot
February 23, 2017

 Logout

Global Warranty Management: Main > Interface With Customer > View Vehicle Build

[INTERFACE WITH CUSTOMER](#) [PREPARE & SUBMIT TRANSACTIONS](#) [RECONCILE RESULTS](#) [ANALYZE WARRANTY](#) [USER OPTIONS](#)

View Vehicle Build

This screen allows IVH usersto view the initial build information on the selected VIN including option codes with descriptions (where available).

Vehicle Information

VIN: **1G1FD6E45DL** Model: **1RC68-20 13 VOLT**
Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: **70 - RETAIL - STOCK**
Field Actions: [0 Open](#) [REQUEST ANOTHER VIN](#)

Vehicle Build

Model: **1RC68-20 13 VOLT** Order Number: **[REDACTED]**
Gross Vehicle Weight: **2,068** Build Date: **08/28/2012**
Build Plant: **U**

For this vehicle:

- [View Vehicle Summary](#)
 - Service Contract
 - Branded Title
 - Warranty Block
- [View Vehicle Build](#)
- [View Vehicle Component Summary](#)
- [View Vehicle Transaction History Detail](#)
- [View Vehicle Delivery Information](#)
- [Investigate Major Assembly History](#)

Option Codes

*IVH is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

01A - TRIM COLOR SEAT JET BLACK	B1 - TRIM COLOR DR PANEL FROSTED NICKEL
1S2 - DISCOUNT OPTION PACKAGE	4B6 - INTERIOR TRIM JET BLACK / FROSTED NICKEL
5A7 - TIRE SEALANT AND INFLATOR KIT (IN PLACE OF SPARE TIRE)	5GN - TIRES, ALL SEASON BLACKWALL
9L3 - TIRE SEALANT & INFLATOR KIT IN PLACE OF SPARE TIRE	A51 - FRONT BUCKET SEATS
AF - JET BLACK	AL0 - AIRBAGS, ROOF RAIL SIDE IMPACT FOR FRONT AND REAR OUTBOARD SEATING POSITIONS
AXJ - PASSENGER CAR	AY0 - AIRBAGS, DUAL-STAGE FRONTAL SIDE-IMPACT & KNEE FOR DRIVER AND FRONT PASSENGER
C68 - AIR CONDITIONING, AUTOMATIC	D31 - INSIDE REVIEW MIRROR
DA1 - REAR SEAT ARM REST	DEH - PLANT HAM TRAMACK
DWK - MIRRORS, OUTSIDE HEATED, POWER ADJUSTABLE, BODY COLOR	EF7 - COUNTRY CODE, U.S.A.
EVB - BATTERY, PROPULSION, LITHIUM ION	EV4 - SEAT TRIM, LEATHER APPOINTED
FE2 - SUSPENSION SYSTEM	FEB - 60-STATE EMISSIONS
FHO - VEHICLE FUEL GASOLINE E10	FG - TRIM DOOR PLASTIC
FXW - FINAL DRIVE RATIO, 2.16	G6E - CRYSTAL RED TINT COAT
I3 - ENGINEERING MODEL YEAR	J60 - ANTILOCK BRAKE SYSTEM, 4 WHEEL DISC
KA1 - HEATED FRONT SEAT, DRIVER AND PASSENGER	KTI - TIRE SEALANT & INFLATOR KIT IN PLACE OF SPARE TIRE
LHD - LEFT HAND DRIVE	LJU - ENGINE RANGE EXTENDER 1.4 L INTERNAL COMBUSTION ENGINE
MKA - ELECTRIC DRIVE UNIT, VOLTEC	N30 - LEATHER WRAP STEERING WHEEL
NT7 - EMISSION SYSTEM FEDERAL, TIER 2	PCQ - PREMIUM TRIM PKG INCLUDES: * LEATHER APPOINTED SEATING * HEATED FRONT SEAT, DRIVER AND PASSENGER * LEATHER WRAP STEERING WHEEL * REAR SEAT REMOVEABLE ARM REST
R7E - CONTROL SALES ITEM NO. 30	R9N - CONTROL SALES ITEM NO. 89
R1N - POLISHED ALUMINUM WHEELS	SUM - SALES PROCESSING STOCK ORDERS

UZK - XM RADIO + SERVICE SUBSCRIPTION SOLD SEPARATELY BY SIRIUS XM AFTER 3 MTHS	UE1 - 3 YRS ONSTAR DIRECTIONS & CONNECTIONS W/ AUTOMATIC CRASH RESPONSE, TURN-BY-TURN NAVIGATION, MYVOLT.COM, AND ONSTAR REMOTE LINK (ASK DEALER ABOUT GEOGRAPHIC COVERAGE)
UG1 - UNIVERSAL HOME REMOTE	UHQ - CHEVROLET MYLINK RADIO WITH NAVIGATION
UJM - TIRE PRESSURE MONITOR	UP9 - CHEVROLET MYLINK
UQA - BOSE PREMIUM SPEAKER SYSTEM	V8D - VEHICLE STATEMENT US
VK3 - FRONT LICENSE PLATE BRACKET	VRG - VALUE ADDED ASM COCKPIT
VRH - VALUE ADDED ASM STEERING COLUMN	VRK - VALUE ADDED ASM ROOF TRIM
VRL - VALUE ADDED ASM FRONT HORIZONTAL SUSPENSION	VRM - VALUE ADDED ASM FRONT VERTICAL SUSPENSION
VRN - VALUE ADDED ASM REAR SUSPENSION	VRR - VALUE ADDED ASM TIRES & WHEELS
VT7 - OWNERS MANUAL	VZD - MODEL YEAR IDENTIFIER

Added Option Codes

-DA-

Global Warranty Management: Site Map

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File Name: REPORT WITH [REDACTED] WITH AFI AND EW4 AND AL0
FOR 2013 CHEVY VOLT DTL.XLSX

[REDACTED]

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File Name: REPORT WITH AFJ AND 05N AND AL0 FOR [REDACTED]
2013 CHEVY VOLT DTL.XLSX

#PI0813A: Driver Airbag Light Flashing and/or Passenger Airbag ON Indicator Does Not Illuminate with Passenger Present After SDM Reprogramming - (Jan 3, 2013)

Subject: Driver Airbag Light Flashing and/or Passenger Airbag ON Indicator Does Not Illuminate with Passenger Present After SDM Reprogramming

Models: 2010-2013 Buick LaCrosse

2011-2013 Buick Regal

2012-2013 Buick Verano

2010-2013 Cadillac SRX

2013 Cadillac ATS, XTS

2010-2013 Chevrolet Camaro, Equinox

2011-2013 Chevrolet Cruze, Volt

2012-2013 Chevrolet Sonic, Spark

2013 Chevrolet Malibu

2010-2013 GMC Terrain



This PI is being revised to add models and pictures to the Condition/Concern. Please discard PI0813.

Condition/Concern

Driver Airbag Light (Airbag Readiness Light)





Passenger Airbag Indicator

①



②



(1) Camaro, Equinox, Volt, Terrain, ATS, SRX, XTS



(2) Mailbu, LaCrosse, Regal, Verano (U.S. or CANADA)

③



④



(3) Spark

(4) Cruze, Sonic

⑤



⑥



(5) Camaro, Equinox, Volt, Terrain, ATS, SRX, XTS (CANADA ONLY)

(6) Spark (CANADA ONLY)

⑦



(7) Cruze, Sonic (CANADA ONLY)

Some customers may comment that driver airbag light is flashing in the cluster and/or the passenger airbag ON indicator does not illuminate when a passenger is present.

This condition occurs when the Inflatable Restraint Sensing and Diagnostic Module (SDM) setup has not been completed after reprogramming. If the Setup is not completed, the airbag indicator located in the cluster will flash continuously and the "Passenger Airbag ON" indicator will not transition to ON when a person is in the passenger seat.

Recommendation/Instructions

During the SDM re-programming process, there are two steps required to be performed using the Service Programming System (SPS). The two steps on the supported controller screen are:

- SDM Inflatable Restraint Sensing and Diagnostic Module – Programming
- SDM Inflatable Restraint Sensing and Diagnostic Module – Setup

Important: DO NOT replace the Passenger Presence Sensor or the SDM (airbag module).

Tip: To determine if the SDM was not set up properly, turn the ignition On / Engine OFF. If the Driver airbag indicator in the cluster is flashing after waiting for 30 seconds, this PI does apply.

Using the SPS tool, select "SDM Inflatable Restraint Sensing and Diagnostic Module – Setup" on the Supported Controllers screen.		
Labor Operation	Description	Labor Time
Specific SDM programming instructions are in the "Inflatable Restraint Sensing and Diagnostic Module Programming and Setup" section of SI.		

Warranty Information

For vehicles repaired under the U.S. (3 years/36,000 miles) or Canadian (3 years/60,000 km) Bumper-to-Bumper Warranty, use:

Labor Operation	Description	Labor Time
C95Q1*	Reprogram SDM with SPS	0.3 hr
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		

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.



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