

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4754
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 17, 2018

Subject: Safety Recall Bulletin 15240
Power Lift Gate Prop Rod Recovery
Closed Transactions Reopened Due to Warranty Audit

Models: 2008-2012 Buick Enclave
2009-2012 Chevrolet Traverse
2007-2012 GMC Acadia
2007-2010 Saturn Outlook
Built Prior to March 10, 2012 and Equipped with Power Lift Gate (TB5 or E61)

To: All General Motors Dealers

A recent warranty audit of paid transactions for Safety Recall 15240 has revealed that some transactions were submitted without a Service Programming System (SPS) Warranty Claim Code or with an incorrect claim code. The claim code is system generated and is unique to the module and vehicle being programmed. Consequently, these transactions have been reopened in the Global Warranty Management (GWM) system.

To resolve this situation, if the original claim code is retrievable, dealers should re-use labor code 9101483 to resubmit the subject transaction with the missing claim code. If the original claim code is not retrievable, the involved vehicle must be reprogrammed to generate a new claim code for submission. In such cases, dealers should also re-use labor code 9101483 when submitting the new transaction.

Affected dealers should immediately implement the following actions:

- Check the Job Card to verify if the technician did record the original SPS Warranty Claim Code on the card, but it was missed when the warranty transaction was submitted. In such cases, dealers should resubmit the transaction making sure to include the claim code in the appropriate field.
- If the original SPS Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS system as follows:
 - Open TIS on the computer used to program the vehicle
 - Select and start SPS
 - Select Settings

- Select the Warranty Claim Code tab

The VIN, warranty claim code and date/time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the claim code in the appropriate field.

- If the SPS Warranty Claim Code was not recorded on the Job Card and is not retrievable in the SPS system, the involved vehicles must be reprogrammed to generate a new claim code for submission. Upon completion of this second programming event, dealers should submit the new warranty transaction making sure to include the new claim code in the appropriate field.

If the original claim code is not retrievable and the involved vehicle must be reprogrammed, dealers should contact the vehicle owner to arrange a service appointment as soon as possible. Note that GM will not be re-contacting affected vehicle owners about this situation.

To assist dealers with identifying involved vehicles, the Required Field Actions status indicator for Safety Recall 15240 has been changed from “Closed” to “Open” on the Investigate Vehicle History (IVH) screen in the GWM system. Also attached is a list of involved vehicles sorted by dealer Business Associate Code (BAC) for easy reference. If your dealership’s BAC is not listed, none of the involved vehicles are currently assigned to you.

Since all vehicle programming transactions are being audited, it is imperative that the dealer technician record the SPS Warranty Claim Code on the Job Card and the code is included when submitting the transaction into the GWM system for payment. Failure to submit the appropriate claim code will result in immediate remedial action.

END OF MESSAGE
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