

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4758
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 18, 2018

Subject: Safety Recall Bulletin 15299
Driver Side Rear Pillar Interior Fires
Closed Transactions Debited/Reopened Due to Warranty Audit

Models: 2013-2016 Cadillac ATS Sedan

To: All General Motors Dealers

On April 17, 2018, dealers were notified that a warranty audit of paid transactions for Safety Recall 15299 revealed that some transactions were submitted without a Service Programming System (SPS) Warranty Claim Code or with an incorrect claim code. This resulted in debits being issued through the Global Warranty Management (GWM) system and the Required Field Actions status indicator for the involved vehicles being changed from "Closed" to "Open" on the Investigate Vehicle History (IVH) screen. Involved dealers were also provided with specific instructions to correct this situation and reverse the debit.

The purpose of this message is to advise involved dealers that the GM Warranty Support Center (WSC) has been engaged to assist with correcting this situation as quickly as possible. The WSC will be contacting dealers to help them expedite submission of the required SPS Warranty Claim Code and reversal of the debit. However, in some cases, this may require an involved vehicle returning to the dealership so that it can be reprogrammed a second time.

In addition, we have also identified some other transactions for Safety Recall 15299 that were also submitted without a Service Programming System (SPS) Warranty Claim Code or with an incorrect claim code. Note that these transactions will not be debited, but have been reopened in IVH and will require the involved dealers to 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 from 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 claim 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 too old to be retrieved in the SPS system, the involved vehicle must be reprogrammed to generate a new claim code for submission. Upon completion of this second programming event, dealers should submit the new transaction making sure to include the new claim code in the appropriate field.

If the original claim code is retrievable from the Job Card or the SPS system, dealers should use labor code 9101493 to resubmit the transaction with the required claim code. If the original claim code is not retrievable and the involved vehicle must be reprogrammed to generate a new claim code, dealers should also use labor code 9101493 to submit a new transaction with the required claim code. If an involved vehicle must be reprogrammed, dealers should contact the vehicle owner to arrange a service appointment as soon as possible. GM will not be re-contacting affected vehicle owners about this situation.

In addition to the involved vehicles being updated in IVH, attached to this message 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 technician record the SPS Warranty Claim Code on the Job Card and the claim code is included in the appropriate field when submitting the transaction into the GWM system for payment. Failure to properly submit the claim code will result in immediate remedial action.

END OF MESSAGE
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