

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4718
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 17, 2018

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

Models: 2013-2016 Cadillac ATS Sedan

To: All General Motors Dealers

A recent warranty audit of paid transactions for Safety Recall 15299 has resulted in debits being issued through the warranty system and the closed recalls being re-opened in IVH. In order to correct this situation and reverse the debit, affected dealers should implement the following actions:

- Check the original Job Card to verify if the technician did record the 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 code in the SPS Warranty Claim Code field.
- If the 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 code in the SPS Warranty Claim Code field.

- If the SPS Warranty Claim Code is not retrievable in the SPS system, the subject vehicle must return to the dealership to verify and/or reprogram the HVAC System Control Module.

In summary, it is imperative that dealer technicians record the SPS Warranty Claim Code on the Job Card upon the successful completion of each programming event. It is also mandatory that the code be included in the SPS Warranty Claim Code field when the warranty transaction is submitted for payment. Failure to submit the code will result in a subsequent debit of the transaction.

END OF MESSAGE
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