



Recall Bulletin

PRODUCT SAFETY RECALL

SUBJECT: SDM Stud Misalignment

MODELS: 2016 Chevrolet Silverado
2016 GMC Sierra

Due to the special equipment needed to repair these vehicles, dealers are to ship the vehicles to a designated third party repair facility. The District Manager of Aftersales (DMA) or a GM representative should have contacted the involved dealers. If you have vehicles involved in this recall and have not been contacted, please contact your DMA.

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.

Vehicles involved in this recall were placed on stop delivery October 20, 2015 under the stop delivery order for 15796. Vehicles in dealer inventory are now being moved to this safety recall. Vehicles that were contained at the vehicle distribution center or the plant, will remain under bulletin 15796.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes. Involved vehicles are to be shipped to an inspection area. Once the vehicles are inspected and repaired, if necessary, the vehicles will be returned to dealers.

Dealers are to refer to the General Motors Service Policies and Procedures Manual, Section 6.1.2 - Regional Product Field Actions, for guidelines on handling vehicles that are not involved in this safety recall but may be displaying the same condition.

CONDITION

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2016 model year Chevrolet Silverado and GMC Sierra vehicles. On some of these vehicles, a mounting stud used to secure the airbag sensing and diagnostic module (SDM) to the vehicle may have been incorrectly positioned during the assembly process. This may stress the SDM housing at the mounting location, potentially causing a fracture in the housing. The fracture could allow water to enter the SDM or subject the SDM to excessive vibration, which may cause the SDM to malfunction. If the SDM does not perform as intended, it may increase the risk of occupant injury in a crash.

CORRECTION

Dealers will ship affected vehicles to a third-party repair facility, which will relocate the mounting stud and replace the SDM.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

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

PART INFORMATION

No parts are required for this procedure.

SERVICE PROCEDURE

Note: Dealers will be contacted by GM logistics to establish the vehicle shipping arrangements.

Dealers will ship affected vehicles to a third-party repair facility, which will relocate the mounting stud and replace the SDM.

FLOOR PLAN REIMBURSEMENT

Dealers in possession of vehicles included in the Stop Delivery are eligible for reimbursement of floor plan expense upon completion of this recall. This reimbursement is limited to the number of days from the Stop Delivery message to receipt of the recall parts and/or repair procedures. Floor plan reimbursement beyond these dates is not allowed. The amount of reimbursement should be charged as a net amount expense using the recall labor operation provided.

COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Note: To avoid having to "H" route the floor plan transaction for approval, it must be submitted prior to the repair transaction.

Labor Code	Description	Labor Time	Net Item
9101939	Admin allowance for shipping vehicle – No dealer repair	0.2	N/A
9101940	Floor Plan Reimbursement	N/A	*

- * The amount identified in "Net Item" should represent the product of the vehicle's average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (October 20, 2015) to the date the vehicle is returned to the dealership.

Vehicle	US Reimbursement Amount	Canadian Reimbursement Amount
2016 Chevrolet Silverado LD	\$ 5.10	N/A
2016 GMC Sierra LD	\$ 5.34	\$6.39
2016 Chevrolet Silverado HD	\$6.89	N/A
2016 GMC Sierra HD	\$7.61	\$6.82

DEALER RECALL RESPONSIBILITY – All

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repared per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to inspect all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

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.