

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4876
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 11, 2018

Subject: Reopened Recalls Involving Module Reprogramming Events

To: All General Motors Dealers

In the interest of customer safety, General Motors has been validating successful completion of safety, noncompliance and emissions recalls involving module reprogramming events. The validation includes review of the Service Programming System (SPS) Warranty Claim Code (WCC) submitted on the transaction. The Warranty Claim Code is system generated and is unique to the module and vehicle being programmed. When it is found that the Warranty Claim Code entered on the transaction is invalid, and there is no evidence that a successful reprogramming event has occurred, the applicable recall is reopened on the Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system. Attached is a list of recalls that were processed between June 21st and July 18th that have reopened as of October 8th. The VINs in this attached list have been reopened but, they have NOT been debited. Dealers should follow the instructions below to ensure that an accurate WCC is resubmitted with the transaction.

Action Required

Please review the attached list and filter by your BAC to determine if any action is required. If the results show that a recall previously completed at your dealership has been reopened, follow these important steps to promptly address the situation:

1. Review the job card documentation to determine if the SPS Warranty Claim Code was entered correctly on the transaction.
2. If the Warranty Claim Code was not documented on the job card, or was documented incorrectly, dealerships should attempt to retrieve the Code from the SPS system. The system will store the last 250 codes which can be viewed following these steps:
 - Open TIS on the computer used to program the vehicle
 - Select and start SPS
 - Select Settings
 - Select the Warranty Claim Code tab

3. When a valid Warranty Claim Code is retrievable, dealers should edit the original transaction by entering the valid Warranty Claim Code. This should be performed using the online Global Warranty Management (GWM) system, not your DMS. Any transaction less than 2 years old may be adjusted online and resubmitted.
4. If the original Warranty Claim Code is not retrievable, **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.** A new job card must be opened and the vehicle must be reprogrammed in accordance with the appropriate recall bulletin. It is imperative the technician records the Warranty Claim Code on the Job Card as they successfully complete the reprogramming event. Dealers should then submit a new transaction using the same recall labor operation provided in the bulletin to reclose the recall, making certain to include the new, accurate Warranty Claim Code in the appropriate field.

Please note that all safety, noncompliance and emissions recalls involving module reprogramming events are subject to be reopened if GM can not validate a successful programming event. Additionally, failure to submit a valid Warranty Claim Code on transaction that requires it will subject the transaction to possible debit.

The attached list of FAQs is being provided in response to dealer inquiries regarding an ongoing warranty audit of select safety and noncompliance recall transactions to ensure they are being submitted with a correct Warranty Claim Code (WCC).

END OF MESSAGE
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