

FMVSS Noncompliance Recall

15819 Vehicles Built Without Tire Pressure Monitoring System (TPMS) - USA Only



Reference Number: N16170239
GWM Number: 158190

Release Date: February 2018
Revision: 02

Revision Description: The Service Procedure and the Warranty Information sections have been revised. Effective immediately, technicians MUST record the Warranty Claim Code on the Job Card. To avoid warranty transaction rejection, this information must be entered when submitting the transaction. If the Same Calibration/Software Warning is noted on the SPS Controller screen, continue with the programming event using SPS to ensure a Warranty Claim Code is displayed on screen. Please discard all copies of bulletin 15819-01.

Attention: 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 March 30, 2016. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Make	Model	Model Year	
		From	To
Chevrolet	Express (Incomplete Van w/159" Wheelbase)	2014	2016
GMC	Savana (Incomplete Van w/ 159" Wheelbase)	2014	2016

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	General Motors has decided that certain 2014 – 2016 Chevrolet Express and GMC Savana incomplete vans with a 159 inch wheelbase were shipped by certain final stage manufacturers without a tire pressure monitoring system (TPMS) and fail to conform to Federal Motor Vehicle Safety Standard No. 138. Without a TPMS, the driver would not be alerted that one or more of the vehicles' tires is under-inflated, and an under-inflated tire could affect the driver's ability to control the vehicle in certain situations and could increase the risk of a crash.
Correction	Dealers are to; install tire pressure sensors in all four wheels, rebalance, install a remote control door lock receiver module (If required), perform all related module programming updates, and write-in RPO UJM on the vehicle Service Parts Identification (SPID) Label.

Parts

Quantity	Part Name	Part No.
4	Tire Pressure Indicator Sensor	13598771
1 (If Required)	Remote Control Door Lock Receiver	20863945
1 (If Required)	Remote Control Door Lock Receiver Bracket	25721392
2 (If Required)	Remote Control Door Lock Receiver Bolt	11547755
1	Sharpie Industrial Permanent Ink Marker 13601	Obtain Locally

Due to the small number of vehicles involved and due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock. Parts should only be ordered when a vehicle is presented for repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9100625*	Tire Pressure Monitoring System Installation** ADD: 8 Lug Wheels	4.4 0.2	ZFAT	***
9102225	Floor Plan Reimbursement	N/A	ZFAT	****

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

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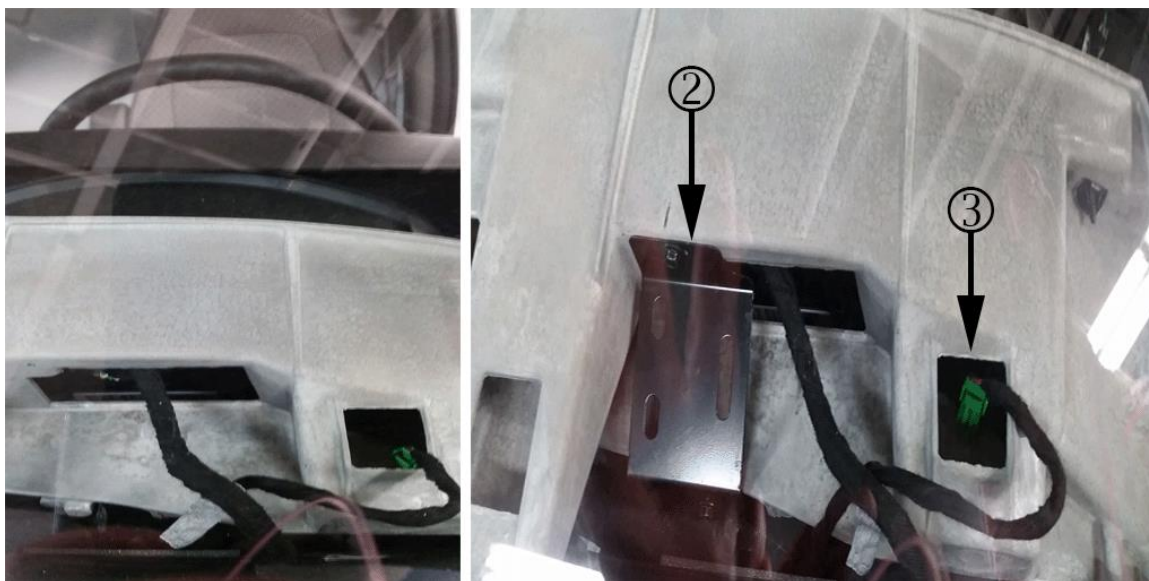


- * To avoid warranty transaction rejections, the SPS Warranty Claim Code(s) must be entered when submitting this transaction.
- ** Labor time includes installing all four tire pressure indicator sensors, tire and wheel assembly balancing, RCDLR and bracket installation, RCDLR programming and setup, BCM programming and setup, Instrument Cluster programming and setup and marking the SPID label.
- *** The amount identified in "Net Item" should represent the actual cost of the Sharpie Industrial Permanent Ink marker 13601 needed to perform the required repairs, not to exceed \$2.00 US. This amount is limited to a one-time charge per dealer as the marker is reusable to complete all repaired vehicles.
- **** Vehicles eligible for floor plan reimbursement are to submit the amount in "Net Item" and 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 (March 30, 2016) to the date the repair is completed and the vehicle is ready for sale (not to exceed 45 days):

Vehicle	Reimbursement Amount
2014 Chevrolet Express	\$4.04
2015 Chevrolet Express	\$3.88
2016 Chevrolet Express	\$4.00
2014 GMC Savana	\$4.16
2015 GMC Savana	\$4.00
2016 GMC Savana	\$4.15

Service Procedure

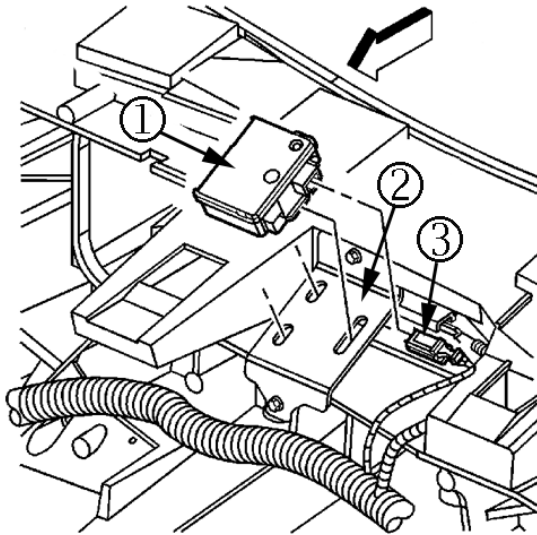
1. Install a tire pressure indicator sensor into all four wheels. Refer to *Tire Pressure Indicator Sensor Replacement* in SI.
2. Balance the tire and wheel assembly. Refer to *Tire and Wheel Assembly Balancing - Off Vehicle* in SI.
3. Verify if the vehicle is equipped with remote entry RPO ATG.
 - If the vehicle is NOT equipped with remote entry, proceed to step 4.
 - If the vehicle is equipped with remote entry, proceed to step 5.



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Note: The connector (3) for the remote control door lock receiver is included in the instrument panel (I/P) harness.

4. Install the remote control door lock receiver (RCDLR) (1) and bracket (2). Refer to *Remote Control Door Lock Receiver Replacement* in SI.



Action Complete

Instrument Cluster - Programming (P16)
2017-12-06 09:27:28 EST

Warranty Claim Code: 60F77

Record this code on the warranty repair order (if applicable).

Important Notes/Remarks:

The Warranty Claim code is a required to confirm programming has been completed. Incorrect or missing Warranty Claim Codes may result in rejection of warranty claim.

Warranty claim codes for prior VINS serviced may be retrieved through "Settings" at SPS start page.

Follow the Controller Specific Instructions below.

If there are no Controller Specific Instructions, turn ignition off for 30 seconds to reset the controller.

Mandatory Controller Specific Instructions (to be respected):

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Action Complete

Body Control Module - Programming (K9)

2017-12-06 09:04:49 EST

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Warranty Claim Code: S1974

Record this code on the warranty repair order (if applicable).

Important Notes/Remarks.

The Warranty Claim code is a required to confirm programming has been completed. Incorrect or missing Warranty Claim Codes may result in rejection of warranty claim.

Warranty claim codes for prior VINS serviced may be retrieved through "Settings" at SPS start page.

Follow the Controller Specific Instructions below.

If there are no Controller Specific Instructions, turn ignition off for 30 seconds to reset the controller.



Mandatory Controller Specific Instructions (to be respected):

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Action Complete

Remote Control Door Lock Receiver - Programming (Pass-Thru Only) - USB File Transfer (RCDLR)
2017-12-07 08:51:16 EST

1

Warranty Claim Code: B0518
Record this code on the warranty repair order (if applicable).

Important Notes/Remarks:

The Warranty Claim code is a required to confirm programming has been completed. Incorrect or missing Warranty Claim Codes may result in rejection of warranty claim.

Warranty claim codes for prior VINS serviced may be retrieved through "Settings" at SPS start page.

Follow the Controller Specific Instructions below.

If there are no Controller Specific Instructions, turn ignition off for 30 seconds to reset the controller.

Mandatory Controller Specific Instructions (to be respected):

After programming RCDLR, you may have to program keyfobs and relearn and/or re-enter tire pressure/placard information per Programming and Setup instructions in SI.

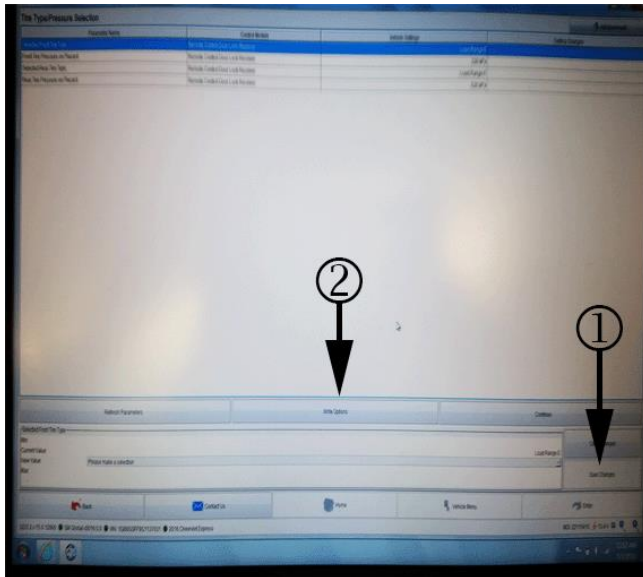
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Note: If the Same Calibration/Software Warning is noted on the SPS Controller screen, continue with the programming event using SPS to ensure a Warranty Claim Code is displayed on screen. Technicians MUST record the Warranty Claim Code (1) on the Job Card. To avoid warranty transaction rejection, this information must be entered when submitting the transaction.

5. Reprogram the instrument cluster. Refer to *Instrument Cluster Programming and Setup* in SI.
6. Reprogram the body control module (BCM). Refer to *Body Control Module Programming and Setup* in SI.
7. Reprogram the RCDLR. Refer to *Remote Control Door Lock Receiver Programming and Setup* in SI.
8. With a scan tool, perform the tire type/pressure selection by selecting module diagnostics>remote control door lock receiver>configuration/reset functions>tire type/pressure selection in GDS 2.

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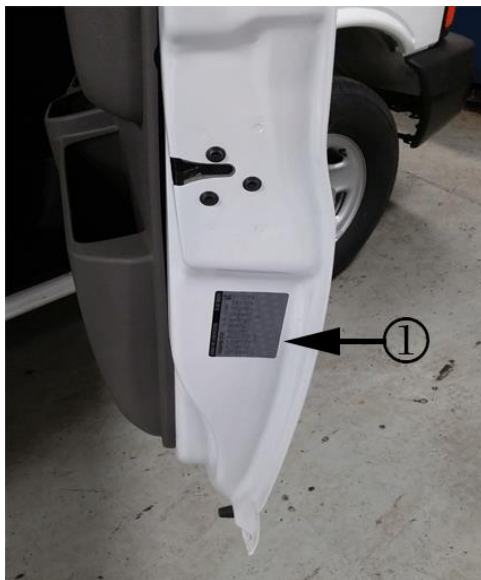
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Note: If the “write options” button is NOT selected and the ignition is NOT powered off, C0569 will set in the RCDLR.

9. After each selection is made, click the “save changes” button (1). When all selections have been completed and saved, click the “write options” button (2) and power the ignition OFF for one minute.
10. Power the ignition ON and perform the tire pressure sensor learn procedure. Refer to *Tire Pressure Indicator Sensor Learn* in SI.



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Note: The Service Parts Identification (SPID) label (1) is located on the passenger door. If the vehicle is not equipped with a passenger door, the label is included in the envelope with the Incomplete Vehicle Document (IVD).

Locate the Service Parts Identification (SPID) label (1). Write UJM on it with a Sharpie Industrial Permanent Ink marker 13601.

Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

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.

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The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

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

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

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.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. 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.

Customer Notification

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).



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IMPORTANT SAFETY RECALL

May 2016

This notice applies to your vehicle, VIN: _____

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that certain 2014-2016 model year Chevrolet Express and GMC Savana incomplete vans built on a 159" wheelbase fail to conform to Federal Vehicle Safety Standard (FMVSS) No. 138 "Tire Pressure Monitoring Systems". As a result, GM is conducting a recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM recall 15819.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Vehicles were shipped by certain final stage manufacturers without a tire pressure monitoring system (TPMS) and fail to conform to Federal Motor Vehicle Safety Standard No. 138. Without a TPMS, the driver would not be alerted that one or more of the vehicles' tires is under-inflated, and an under-inflated tire could affect the driver's ability to control the vehicle in certain situations and could increase the risk of a crash.

What will we do?

Your GM dealer will install a Remote Control Door Lock Receiver (RCDLR), a TPM wheel sensor at each wheel location, and related programming updates will be made. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual time of approximately 4.5 hours.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	
GM Medium Duty Truck	1-800-862-4389	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 16V184.

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Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jeffrey M. Boyer
Vice President
Global Vehicle Safety

GM Recall 15819