

# Part 573 Safety Recall Report

# 17V-437

**Manufacturer Name :** General Motors LLC**Submission Date :** JUL 18, 2017**NHTSA Recall No. :** 17V-437**Manufacturer Recall No. :** 17287**Manufacturer Information :**

Manufacturer Name : General Motors LLC

Address : 30001 VAN DYKE  
MAIL CODE 480-210-2V WARREN MI  
48090

Company phone : 5961733

**Population :**

Number of potentially involved : 40,683

Estimated percentage with defect : 75 %

**Vehicle Information :**

Vehicle 1 : 2015-2016 Chevrolet Silverado HD

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Certain vehicles serviced under recall 16V-651 that could not be verified through dealer software systems and/or OnStar to have received the revised software

Production Dates : OCT 02, 2013 - AUG 15, 2016

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 2 : 2015-2017 GMC Sierra HD

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Certain vehicles serviced under recall 16V-651 that could not be verified through dealer software systems and/or OnStar to have received the revised software

Production Dates : NOV 21, 2013 - AUG 15, 2016

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 3 : 2014-2017 Chevrolet Corvette

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Certain vehicles serviced under recall 16V-651 that could not be verified through dealer software systems and/or OnStar to have received the revised software

Production Dates : APR 17, 2013 - AUG 15, 2016

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 4 : 2014-2016 Buick LaCrosse

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Certain vehicles serviced under recall 16V-651 that could not be verified through dealer software systems and/or OnStar to have received the revised software

Production Dates : JUN 17, 2013 - APR 21, 2016

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 5 : 2015-2016 GMC Yukon

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Certain vehicles serviced under recall 16V-651 that could not be verified through dealer software systems and/or OnStar to have received the revised software

Production Dates : SEP 26, 2013 - AUG 15, 2016

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 6 : 2015-2016 Cadillac Escalade

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Certain vehicles serviced under recall 16V-651 that could not be verified through dealer software systems and/or OnStar to have received the revised software

Production Dates : DEC 04, 2013 - AUG 15, 2016

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 7 : 2015-2016 Chevrolet Tahoe

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Certain vehicles serviced under recall 16V-651 that could not be verified through dealer software systems and/or OnStar to have received the revised software

Production Dates : OCT 18, 2013 - AUG 15, 2016

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 8 : 2014-2017 Buick Encore

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Certain vehicles serviced under recall 16V-651 that could not be verified through dealer software systems and/or OnStar to have received the revised software

Production Dates : JUL 09, 2013 - AUG 26, 2016

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 9 : 2015-2016 Chevrolet Trax

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Certain vehicles serviced under recall 16V-651 that could not be verified through dealer software systems and/or OnStar to have received the revised software

Production Dates : SEP 24, 2014 - AUG 29, 2016

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 10 : 2014-2016 Chevrolet Spark EV

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Certain vehicles serviced under recall 16V-651 that could not be verified through dealer software systems and/or OnStar to have received the revised software

Production Dates : APR 18, 2013 - JUN 30, 2016

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 11 : 2014-2017 Chevrolet Silverado LD

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Certain vehicles serviced under recall 16V-651 that could not be verified through dealer software systems and/or OnStar to have received the revised software

Production Dates : JAN 30, 2013 - AUG 15, 2016

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 12 : 2014-2017 GMC Sierra LD

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Certain vehicles serviced under recall 16V-651 that could not be verified through dealer software systems and/or OnStar to have received the revised software

Production Dates : MAR 25, 2013 - AUG 15, 2016

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 13 : 2015-2016 Cadillac Escalade ESV

Vehicle Type :

Body Style :

Power Train : NR

**Descriptive Information :** Certain vehicles serviced under recall 16V-651 that could not be verified through dealer software systems and/or OnStar to have received the revised software

**Production Dates :** DEC 03, 2013 - AUG 13, 2016

**VIN Range 1 : Begin :** NR **End :** NR  Not sequential

**Vehicle 14 :** 2015-2016 Chevrolet Suburban

**Vehicle Type :**

**Body Style :**

**Power Train :** NR

**Descriptive Information :** Certain vehicles serviced under recall 16V-651 that could not be verified through dealer software systems and/or OnStar to have received the revised software

**Production Dates :** NOV 20, 2013 - AUG 15, 2016

**VIN Range 1 : Begin :** NR **End :** NR  Not sequential

**Vehicle 15 :** 2015-2016 GMC Yukon XL

**Vehicle Type :**

**Body Style :**

**Power Train :** NR

**Descriptive Information :** Certain vehicles serviced under recall 16V-651 that could not be verified through dealer software systems and/or OnStar to have received the revised software

**Production Dates :** NOV 20, 2013 - AUG 09, 2016

**VIN Range 1 : Begin :** NR **End :** NR  Not sequential

**Vehicle 16 :** 2014-2016 Chevrolet Caprice PPV

**Vehicle Type :**

**Body Style :**

**Power Train :** NR

**Descriptive Information :** Certain vehicles serviced under recall 16V-651 that could not be verified through dealer software systems and/or OnStar to have received the revised software

**Production Dates :** AUG 12, 2013 - JUN 14, 2015

**VIN Range 1 : Begin :** NR **End :** NR  Not sequential

**Vehicle 17 :** 2014-2016 Chevrolet SS

**Vehicle Type :**

**Body Style :**

**Power Train :** NR

**Descriptive Information :** Certain vehicles serviced under recall 16V-651 that could not be verified through dealer software systems and/or OnStar to have received the revised software

**Production Dates :** AUG 14, 2013 - APR 14, 2016

**VIN Range 1 : Begin :** NR **End :** NR  Not sequential

**Description of Defect :**

Description of the Defect : This condition relates to General Motors' prior recall number 16V-651. In receiving service for the condition covered by this recall, some vehicles may not have received the new software for the sensing and diagnostic module (SDM) that is necessary to remedy the recall condition.

General Motors has decided that a defect which relates to motor vehicle safety exists in these vehicles. As GM stated in its Part 573 report filed in connection with recall number 16V-651, the original SDM software in these vehicles, which controls airbag and pretensioner deployment, contains a defect which may prevent the deployment of frontal airbags and pretensioners in certain rare circumstances.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the frontal airbags and seatbelt pretensioners do not deploy when required, there is an increased risk of injury to occupants in a crash.

Description of the Cause : Per recall number 16V-651, the supplier of these SDMs included a diagnostic "oscillation test" routine in its SDM software which can be improperly activated by pre-crash vehicle dynamics and which can, in rare circumstances, interfere with the SDM's proper deployment of frontal airbags or pretensioners as required.

For the vehicles subject to this new recall, dealers may have failed to properly perform the remedy (reprogramming the SDM) under recall number 16V-651.

Identification of Any Warning that can Occur : NR

**Supplier Identification :****Component Manufacturer**

Name : Delphi

Address : 2151 E. Lincoln Road  
Kokomo 46902

Country : NR

**Chronology :**

GM filed recall 16V-651 on September 8, 2016. GM's dealer bulletin associated with this recall instructed dealers to reprogram the vehicle's SDM module with corrected software.

In April 2017, while conducting an audit of a GM dealership's warranty- and recall-repair records, GM Audit

Services identified three instances in which the dealership failed to successfully reprogram the vehicle's SDM module with the corrected recall-remedy software, yet those dealers had indicated in GM's systems that the recall remedy for recall 16V-651 had been performed on the subject vehicles. To determine whether other vehicles could have also failed to receive the corrected recall-remedy software, GM analyzed service records and OnStar data relating to a sample of 30,000 vehicles that had received service for recall 16V-651. This analysis indicated that some of these vehicles could have failed to receive the corrected recall-remedy software. On May 18, 2017, this issue was reported as a potential safety issue through GM's Speak Up for Safety (SUFS) program.

Using service records and OnStar data, GM's investigation identified a total of approximately 41,000 vehicles (out of approximately 2.97 million vehicles that had received service for the recall) that potentially did not receive the corrected recall-remedy software while being serviced for recall 16V-651. Rather than send a second recall notice to the affected vehicle owners under recall 16V-651, GM's Safety Field Action Decision Authority decided on June 30, 2017, to conduct a second safety recall.

## Description of Remedy :

**Description of Remedy Program :** Dealers will reflash the SDM with new software that eliminates this defect using a revised service procedure. In vehicles with any previous deployment events recorded in the SDM, the dealers will replace the existing SDM with a new SDM containing the latest software. Pursuant to 577.11, GM will provide reimbursement to owners for repairs according to the plan submitted on May 20, 2015.

**How Remedy Component Differs from Recalled Component :** The new software changes the oscillation test so that it does not affect the multipoint system's airbag and seatbelt pretensioner deployment decisions. The remedy service procedure is revised to require dealerships to record and submit programming sequence confirmation information.

**Recalled Component Name:** SDM

**Recalled Component Description:** Sensing and diagnostic module

**Recalled Component Part Number:** Software: 13518038, 13518017, Hardware (Ancillary/Collateral Parts): 13594402, 13594413, 13594404, 13594406, 13592885

**Recalled Component Country of Origin:** U.S.

**Identify How/When Recall Condition was Corrected in Production :** The reflashed software was added to all Chevrolet Silverado LD, Chevrolet Silverado HD, Chevrolet Corvette, Chevrolet Tahoe, Chevrolet Trax, Chevrolet Spark EV, Chevrolet Suburban, Chevrolet Caprice Police, Chevrolet SS GMC Sierra LD, GMC Sierra HD, GMC Yukon, GMC Yukon XL, Buick Lacrosse, Buick Encore, Cadillac Escalade, and Cadillac Escalade ESV vehicles built after 8/24/2016.

## Recall Schedule :

**Description of Recall Schedule :** Dealers will be notified on July 10, 2017. General Motors will provide owner letter notification dates when available.

**Planned Dealer Notification Date :** JUL 10, 2017 - JUL 10, 2017

Planned Owner Notification Date : NR - NR

\* NR - Not Reported