

GLOBAL SAFETY FIELD INVESTIGATIONS

DCS4796

URGENT - DISTRIBUTE IMMEDIATELY

Date: June 26, 2018

Subject: Select Safety and Noncompliance Recalls
 Closed Transactions Reopened Due to Warranty Audit
 See Table Below

Models: Select Passenger Cars, Trucks and Sport Utility Vehicles
 See Table Below

To: All General Motors Dealers

A recent warranty audit of paid transactions for the safety and noncompliance recalls identified below has revealed that some transactions were submitted without a Service Programming System (SPS) Warranty Claim Code or with an incorrect claim code. The warranty claim code (WCC) is system generated and is unique to the module and vehicle being programmed. Consequently, based on no evidence that a successful reprogramming event has occurred, these transactions have been reopened on the Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system.

Recall Number	Bulletin Subject	Division	Model	Model Year
15176	Sunroof Switch Compliance	Chevrolet	Malibu	2013-2015
15240	Power Lift Gate Prop Rod Recovery	Buick	Enclave	2008-2012
		Chevrolet	Traverse	2009-2012
		GMC	Acadia	2007-2012
		Saturn	Outlook	2007-2010
15299	Driver Side Rear Pillar Interior Fires	Cadillac	ATS Sedan	2013-2016
15808	No Key in Reminder Chime and/or Audio	Chevrolet	Camaro Malibu Silverado	2016
		GMC	Sierra	2016
16007	Frontal Air Bag and Pretensioner Non-Deploy	Buick	Encore	2014-2017
			LaCrosse	2014-2016
		Cadillac	Escalade Escalade ESV	2015-2017
		Chevrolet	Caprice Corvette Silverado Trax	2014-2017
			Spark EV SS	2014-2016
			Suburban Tahoe	2015-2017
		GMC	Sierra	2014-2017
			Yukon Yukon XL	2015-2017

17130	Loss of Key Reminder Chime	Chevrolet	Sonic	2013-2016
			Spark	2013-2015
			Trax	2013-2016
17276	Loss of Steering Assist	Chevrolet	Silverado LD	2014
		GMC	Sierra LD	2014
17287	Frontal Air Bag and Pretensioner Non-Deploy	Buick	Encore	2014–2017
			LaCrosse	2014–2016
		Cadillac	Escalade Escalade ESV	2015–2016
			Chevrolet	Caprice
		Corvette		2014–2017
		Silverado HD		2015–2016
		Silverado LD		2014–2017
		Spark EV SS		2014–2016
		Suburban Tahoe		2015–2017
		Trax		2015–2016
		GMC	Sierra HD Yukon Yukon XL	2015–2017
Sierra LD	2014–2017			
45340	BYOM1 Lockup with Loss of Key Chime	Chevrolet	Sonic	2015-2016
			Spark	2013-2015
			Trax	2015-2016

To resolve this situation, if the original WCC is retrievable, dealers should re-use the labor code provided in the recall bulletin to resubmit the subject transaction with the missing claim code. If the original WCC is not retrievable, the involved vehicle must be reprogrammed to generate a new WCC for submission. In such cases, dealers should also re-use the labor code provided in the recall bulletin when submitting the new transaction.

Affected dealers should immediately implement the following actions:

- Check the Job Card to verify if the technician did record the original WCC, but it was missed when the warranty transaction was submitted. In such cases, dealers should resubmit the transaction making sure to include the WCC in the appropriate field.
- If the original WCC was not recorded on the Job Card, the WCC 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, WCC and date/time will be listed on a roster of recent programming events. If the WCC is retrievable, dealers should resubmit the transaction making sure to include the WCC in the appropriate field.

- If the WCC was not recorded on the Job Card and is not retrievable in the SPS system, the involved vehicle must return to the dealership to be reprogrammed in accordance with the appropriate recall bulletin. As a result, a new WCC will be generated for submission. Upon completion of this second programming event, dealers should submit the new transaction making sure to include the new WCC in the appropriate field.

If the original WCC is not retrievable and the involved vehicle must be reprogrammed, 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.

To assist dealers with identifying involved vehicles, the Required Field Actions status indicator for the safety and noncompliance recalls identified in the above table have been changed from “Closed” to “Open” on the IVH screen in the GWM system. Also attached is a list of involved vehicles sorted by dealer Business Associate Code (BAC) for easy reference. If your dealership’s BAC is not listed, none of the involved vehicles are currently assigned to you.

Since all vehicle programming transactions are being audited, it is imperative the technician records the WCC on the Job Card as they successfully complete the reprogramming event. The WCC must then be included when the transaction is submitted to the GWM system for payment. Failure to submit the appropriate WCC will result in immediate remedial action.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS