

# FMVSS Noncompliance Recall

## 18255 Tire Pressure Monitoring System Not Properly Calibrated



**Reference Number:** N182167450

**Release Date:** August 2018

**Revision:** 01

**Revision Description:** This bulletin has been revised to include a copy of the customer notification letter. Please discard all copies of bulletin 18255.

**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.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Express	2018	2018		
GMC	Savana	2018	2018		

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.

<b>Condition</b>	General Motors has decided that certain 2018 Chevrolet Express and GMC Savana vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 138, "Tire Pressure Monitoring Systems." An incorrect calibration of the tire pressure monitoring system caused the low-tire-pressure warning to be triggered at 37 psi instead of the correct 41 psi required by FMVSS 138. If the low tire pressure telltale is not illuminated at the correct tire pressure, the driver may have less time to react to a low-tire-pressure situation, which could affect the driver's ability to control the vehicle in certain situations and could increase the risk of a crash.
<b>Correction</b>	Dealers will verify that the tire pressure in the remote control door lock receiver (RCDLR) matches the tire placard in the vehicle's door jamb and, if they do not match, reprogram the RCDLR portion of the TPMS with the correct tire pressure values.

### Parts

No parts are required for this repair.

### Warranty Information

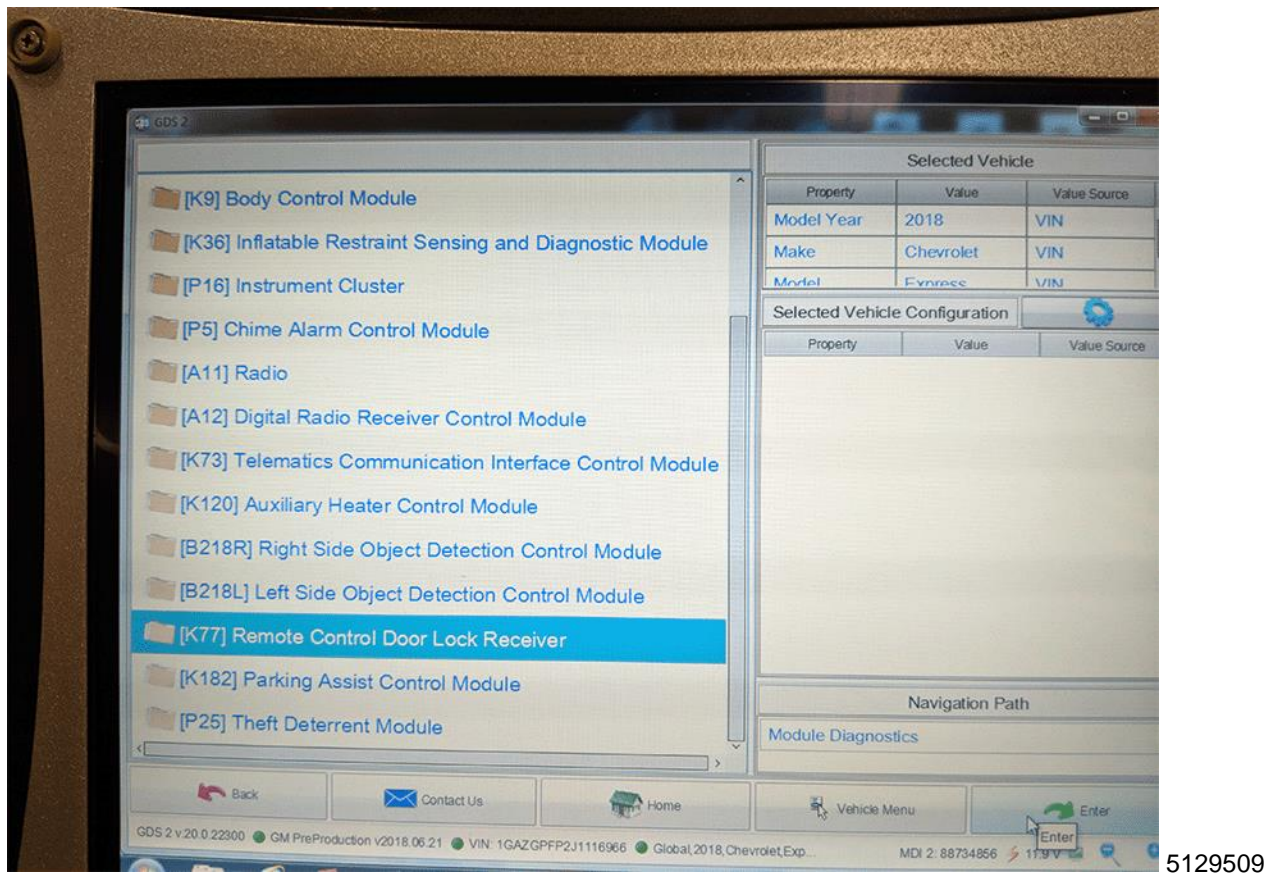
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103979	Program Correct Tire Type/Pressure Settings in GDS2	0.3	ZFAT	N/A

### Service Procedure

1. Connect the MDI or MDI2 to the vehicle and open GDS2.

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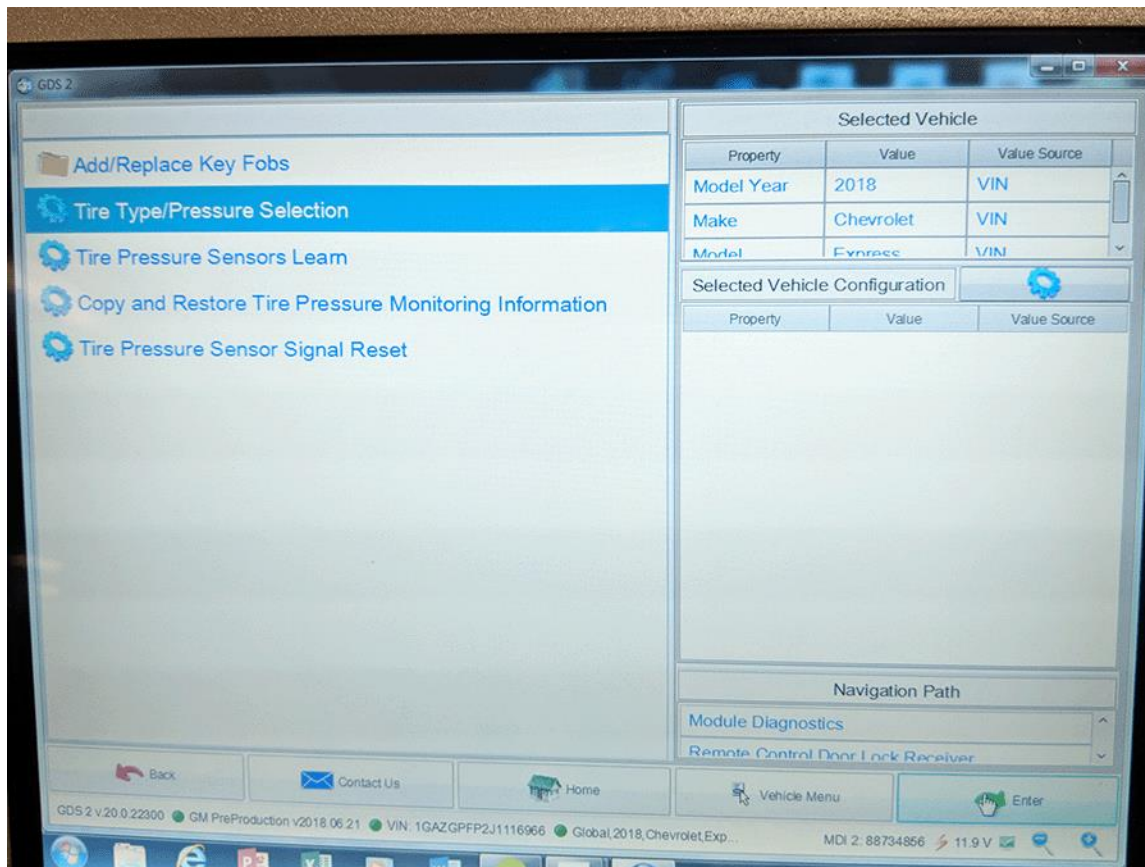
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2. Select (K77) the Remote Control Door Lock Receiver module.

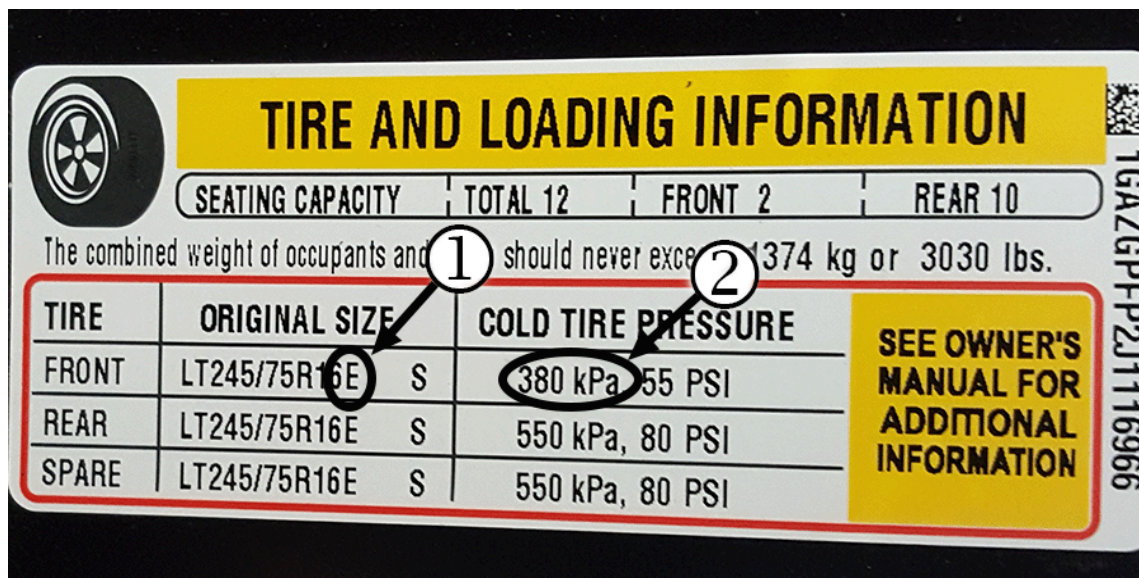
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3. Select Tire Type/Pressure Selection.



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Parameter Name	Control Module	Vehicle Settings	Setting Changes
Selected Front Tire Type	Remote Control Door Lock ...	Load Range E	
Front Tire Pressure on Placard	Remote Control Door Lock ...	380 kPa	380 kPa
Selected Rear Tire Type	Remote Control Door Lock ...	Load Range E	
Rear Tire Pressure on Placard	Remote Control Door Lock ...	550 kPa	550 kPa

Buttons: Refresh Parameters, Write Options, Continue

Rear Tire Pressure on Placard  
 Min:  
 Current Value: 550 kPa  
 New Value: 550 kPa  
 Max:

Buttons: Clear Changes, Save Changes

Bottom Bar: Back, Contact Us, Home, Vehicle Menu, Enter

Status Bar: GDS 2 v20.0.18400, GM PreProduction v2018.04.19, VIN: 1GAZGFP2J1116966, Global, 2018, Chevrolet, Exp..., MDI: 22001024, 12.2 V, 9:00 AM 7/24/2018

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4. Inspect the door placard and be sure that the load range (1) and the pressure (2) on the placard match the load range (1) and the tire pressure (2) in GDS2.
  - If the tire pressure and/or load range does NOT match, use GDS2 to input the correct pressure and load range. Be sure to click "Write Options" after all changes are made so the changes are saved in the RCDLR. Then click "continue."
  - If the tire pressures and load ranges DO match, no further action is required.

### Dealer Responsibility – For USA (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.

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/repared 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

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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.

### Courtesy Transportation – For USA

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

### Customer Notification

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

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary Technician  
Certification**

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# IMPORTANT SAFETY RECALL

August 2018

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 certain 2018 Chevrolet Express and GMC Savana vehicles fail to conform to Federal Motor Vehicle Safety Standard 138. 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 safety recall 18255.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

#### Why is your vehicle being recalled?

An incorrect calibration of the tire pressure monitoring system caused the low-tire-pressure warning to be triggered at 37 psi instead of the correct 41 psi required by FMVSS 138. If the low tire pressure telltale is not illuminated at the correct tire pressure, the driver may have less time to react to a low-tire-pressure situation, which 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 verify that the tire pressure in the remote control door lock receiver (RCDLR) matches the tire placard in the vehicle's door jamb and, if they do not match, reprogram the RCDLR portion of the TPMS with the correct tire pressure values. 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 inspection and service correction time of approximately 25 minutes.

#### 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	

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 18V509.

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

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Maryann L. Combs  
Vice President  
Global Vehicle Safety

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