



Program Bulletin



CUSTOMER SATISFACTION PROGRAM

SUBJECT: Airbag Warning Light - Reprogram Module

MODELS: 2012 Chevrolet Camaro

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THIS PROGRAM IS IN EFFECT UNTIL APRIL 30, 2014.
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CONDITION

On **certain** 2012 model year Chevrolet Camaro vehicles, software in the Sensing and Diagnostic Module (SDM) may cause the airbag warning light to illuminate. This condition does not affect the performance of the airbags, and the airbags will deploy as designed.

CORRECTION

Dealers are to reprogram the SDM.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

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 program 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 program.

PART INFORMATION

No parts are required for this program.

SERVICE PROCEDURE

1. Determine if diagnostic trouble code (DTC) B101D is set and the AIRBAG light is illuminated.
 - If DTC B101D is NOT set and the AIRBAG light is NOT illuminated, reprogram the inflatable restraint and sensing diagnostic module (SDM). Refer to *SDM Programming Instructions* in this bulletin.
 - If DTC B101D is set and the AIRBAG light is illuminated, replace the SDM. Refer to *Inflatable Restraint Sensing and Diagnostic Module Replacement* in SI. Submit a claim using labor code V2565 to close this customer satisfaction program, and then submit a claim under normal warranty for the repair work and diagnostic time. Refer to the published labor time for this repair.

SDM Programming Instructions

Do not attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. When using a MDI for reprogramming, ensure that it is updated with the latest software version. Use **TIS2WEB on or after 4/2/12** to obtain the calibration. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.

For step-by-step programming instructions, please refer to SI and the Techline Information System (TIS) terminal.

1. Verify that there is a battery charge of 12 to 15 volts. The battery must be able to maintain a charge during programming. Only use an approved Midtronics® PSC 550 Battery Maintainer (SPS Programming Support Tool EL-49642) or equivalent to maintain proper battery voltage during programming.
2. Reprogram the inflatable restraint and sensing diagnostic module (SDM). Refer to SI and Service Programming System (SPS) documentation for programming instructions, if required.
 - 2.1 Connect the MDI to the vehicle.
 - 2.2 Select J2534 MDI and Reprogram ECU from the Select Diagnostic Tool and Programming Process screen.

Note: After programming the SDM, a SDM setup is required. Refer to *Inflatable Restraint Sensing and Diagnostic Module Programming and Setup* in SI.

2.3 Select *SDM Inflatable Restraint Sensing and Diagnostic Module -- Programming* from the Supported Controllers screen.

Note: While programming the SDM, one of the following pop-up screens may be displayed, or one of the following events may occur:

- “Unknown Reprogramming Error!” message.
- “Reprogramming Error! Check all Connections and Reset Programming Interface” message.
- “You are Attempting to Reprogram with the Same Calibration” and programming will not complete after retrying.
- Programming event was interrupted and programming will not complete after retrying.

If any of the above situations occur and you can't complete the programming event, perform the following steps:

1. Proceed back to Supported Controllers screen and select *SDM Inflatable Restraint Sensing and Diagnostic Module – Programming*. DO NOT use "Proceed with Same VIN."
2. Select Next until the Summary screen is reached. Compare Current part numbers to the Selected part numbers.
 - If the part numbers are the same between the two, proceed to Step 2.6.
3. Using the GDS2 scan tool, build the vehicle and proceed to the “Identification Information” screen using the following path: *Module Diagnostics / Inflatable Restraint Sensing and Diagnostic Module / Identification Information*.
4. Note the value for parameter name “Software Module 1 Identifier”.
 - If the value is greater than 0 for the parameter replace the SDM. Refer to *Inflatable Restraint Sensing and Diagnostic Module Replacement* in SI. Print the Identification Information screen and retain it with the Repair Order (RO).
 - If the value for this parameter is 0 attempt to continue programming one more time before contacting the Techline Customer Support Center (TCSC) at 1-800-828-6860 (English) or 1-800-503-3222 (French). DO NOT Use “Proceed with Same VIN” to return to return to Supported Controllers screen.

2.4 Follow the on-screen instructions.

2.5 At the Programming Complete screen select Proceed with same VIN.

2.6 Select *SDM Inflatable Restraint Sensing and Diagnostic Module -- Setup* from the Supported Controllers screen.

Note: To perform Setup, the vehicle needs to be cycled in and out of RUN mode (Ignition ON). If not in RUN mode, when required, the Setup procedure will not complete.

2.7 Follow the on-screen instructions.

3. Clear all diagnostic trouble codes (DTCs).

COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

Labor Code	Description	Labor Time
V2564	Reprogram SDM	0.4
V2565	Close Customer Satisfaction Program - SDM replaced (repair submitted under normal warranty)	0.1

CUSTOMER NOTIFICATION – For US and Canada

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

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

DEALER PROGRAM RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repared per the service procedure of this program bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through April 30, 2014.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle 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. Program 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 program enters your vehicle inventory, or is in your facility for service through April 30, 2014, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



April 2011

Dear General Motors Customer:

We have learned that on your 2012 model year Chevrolet Camaro, software in the Sensing and Diagnostic Module (SDM) may cause the airbag warning light to illuminate. This condition does not affect the performance of the airbags, and the airbags will deploy as designed.

Your satisfaction with your Camaro is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will reprogram the SDM. This service will be performed for you at **no charge until April 30, 2014**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair.

If you have any 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	1-800-222-1020	1-800-833-2438
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

Courtesy Transportation: If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner Manual and your dealer for details on Courtesy Transportation.

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Camaro provides you many miles of enjoyable driving.

Jim Moloney
General Director,
Customer and Relationship Services