



Program Bulletin



CUSTOMER SATISFACTION PROGRAM

SUBJECT: Forward Collision and Rear Cross Traffic Audible Warning Inoperative

MODELS: 2014 Buick LaCrosse
Equipped with Base Audio (U65) and Forward Collision Alert System (UEU)
and/or Rear Cross Traffic Alert System (UFG)

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THIS PROGRAM IS IN EFFECT UNTIL FEBRUARY 29, 2016.
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CONDITION

On **certain** 2014 model year Buick LaCrosse vehicles that are equipped with the base radio (U65), the beep alert on the Forward Collision Alert System (UEU) and/or Rear Cross Traffic Alert System (UFG) may be inoperative. However all visual alerts will remain active and the safety alert seat pulses will still be available, if equipped.

CORRECTION

Dealers are to reprogram the radio control module.

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. 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

Note: Carefully read and follow the instructions below.

- 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. Use **TIS2WEB on or after February 7, 2014**, to obtain the calibration. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.
- DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the control module is not properly configured with the correct calibration software, the control module will not control all of the vehicle features properly.
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. When required install the *EL-49642* SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- During the programming procedure, follow the SPS prompts for the correct ignition switch position.
- During programming you may be required to select multiple calibrations dependent upon vehicle equipment. Have the vehicle build/RPO information available during the following procedure to ensure the correct calibrations are selected.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

To reprogram an existing Radio Control Module, perform the following procedure:

1. Install *EL-49642* SPS programming support tool.
2. Access the Service Programming System (SPS) and follow the on-screen instructions. Refer to Service Programming System (SPS) documentation in SI for programming instructions.
3. On the SPS Supported Controllers screen, select *RAD Radio - Programming* and follow the on-screen instructions.
4. Clear DTCs after completing the programming procedure.

COURTESY TRANSPORTATION

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. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time
9100349	Reprogram Radio Control Module	0.4

CUSTOMER NOTIFICATION

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

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 February 29, 2016.

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 February 29, 2016, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



February 2014

Dear General Motors Customer:

We have learned that on your 2014 model year Buick LaCrosse, the beep alert for the Forward Collision Alert System and/or the Rear Cross Traffic Alert System may not work. However, all visual alerts for the systems will remain active, and the safety alert seat pulses will still be available, if equipped.

Your satisfaction with your Buick LaCrosse 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 radio control module. This service will be performed for you at **no charge until February 29, 2016**. 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)
Buick	1-800-521-7300	1-800-832-8425
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 Buick LaCrosse provides you many miles of enjoyable driving.

Jim Moloney
General Director,
Customer and Relationship Services

GM CUSTOMER CARE AND AFTERSALES
DCS3131
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 7, 2014

Subject: 14011 - Customer Satisfaction Program
Forward Collision and Rear Cross Traffic Audible Warning Inoperative

Models: 2014 Buick LaCrosse Equipped with Base Audio (U65) and Forward
Collision Alert System (UEU) and/or Rear Cross Traffic Alert System (UFG)

To: All Buick Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New Vehicle Sales Manager,
and Warranty Administrator

General Motors is announcing Customer Satisfaction Program 14011 today. The total number of U.S. vehicles involved is approximately 1,800. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on February 18, 2014.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated February 7, 2014. A list of involved vehicles in dealer inventory is attached to this message.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available February 11, 2014.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES