



Program Bulletin



CUSTOMER SATISFACTION PROGRAM

SUBJECT: Automatic Crash Response System – Reprogram SDM

MODELS: 2013 Cadillac ATS, XTS
2013 Buick Verano
2012 Cadillac SRX (Produced From July 10, 2012)
2013 Chevrolet Cruze, Equinox, Volt
2013 GMC Terrain
and
2012 Buick Verano
2012-2013 Cadillac SRX
2012 Chevrolet Cruze
2012-2013 Chevrolet Equinox, Volt
2012-2013 GMC Terrain
Serviced Vehicles

The expiration date for this program has been extended to September 30, 2015. Please discard all copies of bulletin 12187B.

A stop delivery order was issued on September 5, 2012, via a GM GlobalConnect Message. Completion of the service procedure contained in this bulletin will release the vehicle from stop delivery.

CONDITION

Certain 2012 model year Cadillac SRX vehicles (produced from July 10, 2012); and 2013 model year Buick Verano; Cadillac ATS, XTS; Chevrolet Cruze, Equinox, Volt; and GMC Terrain vehicles, and certain 2012 Buick Verano and Chevrolet Cruze; 2012-2013 model year Cadillac SRX; Chevrolet Equinox, Volt; GMC Terrain vehicles that were serviced with an incorrect calibration, may have a condition in which the Automatic Crash Response system may not work as intended because of a software problem. The Automatic Crash Response system is intended to enable these vehicles to notify OnStar[®] if they are involved in certain types of crashes. The software problem we found affects the vehicle's ability to notify OnStar[®] in crashes that meet the severity parameters for automatic crash notification but do not trigger airbag deployment, such as certain rear end crashes. In crashes with an airbag deployment, the Automatic Crash Response system works as designed.

This condition does not affect the deployment of the airbags or the safety belt pretensioners, which reduce slack in the safety belt immediately after impact. The airbags and safety belt pretensioners will deploy as designed. A vehicle occupant will be able to contact an OnStar® Emergency Advisor by pushing the OnStar® emergency button.

CORRECTION

Dealers are to reprogram the Sensing and Diagnostic Module (SDM).

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in the 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 application 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.

SERVICE PROCEDURE

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 09/13/12** 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 and setup 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
- 2.4 Follow the on-screen instructions.

Note: If a reprogramming error pop up screen is displayed while programming the SDM or the reprogramming event was interrupted and programming will not complete after trying, refer to *Unable to Program SDM* in this bulletin.

- 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, cycle the vehicle in and out of RUN mode (Ignition ON). If the vehicle is not in RUN mode when required, the Setup procedure will not complete. For vehicles with push button start: To ensure the vehicle is in an ignition ON engine OFF (RUN) mode, press and hold the start button (foot off the brake) for a minimum of 10 seconds. On the Cadillac SRX, there will be a full gauge sweep on the IPC and Cadillac crest displayed on the DIC when the vehicle enters RUN mode.

- 2.7 Follow the on-screen instructions.
3. Clear all diagnostic trouble codes (DTCs).

Unable to Program SDM

1. 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.
2. Note the value for parameter name "Software Module 1 Identifier."
 - If the value is greater than 0 for this 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.

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.

Labor Code	Description	Labor Time	Net Item
V2646	Reprogram SDM	0.4	*

* The amount identified in “Net Item” should represent the product of the vehicle’s average daily interest rate multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (September 5, 2012) to the release date of this bulletin (three day maximum); (ten days maximum for ATS and XTS).

Vehicle	US Reimbursement Amount	Canadian Reimbursement Amount
2012 Cadillac SRX	\$4.77	\$5.80
2013 Buick Verano	\$2.81	\$2.80
2013 Cadillac ATS	\$4.60	\$5.30
2013 Cadillac XTS	\$5.74	\$6.80
2013 Chevrolet Cruze	\$2.32	\$2.10
2013 Chevrolet Equinox	\$3.01	\$3.60
2013 Chevrolet Volt	\$4.59	\$5.00
2013 GMC Terrain	\$3.36	\$3.30

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).

DEALER PROGRAM RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repaired 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 September 30, 2015.

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 September 30, 2015, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



September 2012

Dear General Motors Customer:

We have learned that your 2012 model year Cadillac SRX vehicles (produced from July 10, 2012); or 2013 model year Buick Verano; Cadillac ATS, XTS; Chevrolet Cruze, Equinox, Volt; and GMC Terrain vehicle or your 2012 Buick Verano and Chevrolet Cruze; 2012-2013 model year Cadillac SRX; Chevrolet Equinox, Volt; GMC Terrain vehicle that was previously serviced, may have a condition in which the Automatic Crash Response system may not work as intended because of a software problem. The Automatic Crash Response system is intended to enable these vehicles to notify OnStar® if they are involved in certain types of crashes. The software problem we found affects the vehicle's ability to notify OnStar® in crashes that meet the severity parameters for automatic crash notification but do not trigger airbag deployment, such as certain rear end crashes. In crashes with an airbag deployment, the Automatic Crash Response system works as designed.

This condition does not affect the deployment of the airbags or the safety belt pretensioners, which reduce slack in the safety belt immediately after impact. The airbags and safety belt pretensioners will deploy as designed. A vehicle occupant will be able to contact an OnStar® Emergency Advisor by pushing the OnStar® emergency button.

What We Will Do: To correct this condition, your GM dealer will reprogram your vehicle's Sensing and Diagnostic Module (SDM). This service will be performed for you at no charge until September 30, 2014. After that, any applicable warranty will apply. *(will remain open in IVH until September 30, 2015)*

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
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438

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 GM vehicle provides you many miles of enjoyable driving.

Jim Moloney
General Director,
Customer and Relationship Services

GM CUSTOMER CARE AND AFTERSALES
DCS3362
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 22, 2014

Subject: 12187C – Customer Satisfaction Program
Automatic Crash Response System – Reprogram SDM
Expiration Date Extended

Models: 2012 Cadillac SRX (produced from 7/10/12); 2013 Cadillac ATS, XTS;
Buick Verano; Chevrolet Cruze, Equinox, Volt; GMC Terrain; and the
following serviced vehicles: 2012 Buick Verano; Chevrolet Cruze; and
2012-13 Cadillac SRX; Chevrolet Equinox, Volt; GMC Terrain

To: All GM Dealers

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

The expiration date for this program has been extended to September 30, 2015.
Please discard all copies of bulletin 12187B.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES