



# Program Bulletin



## CUSTOMER SATISFACTION PROGRAM

**SUBJECT:** AWD Off Indicator Activated

**MODELS:** 2013-2014 Buick Encore  
2013-2014 Chevrolet Trax  
Equipped with AWD

**This bulletin has been revised to include 2013-2014 model year Buick Encore vehicles. Please discard all copies of bulletin 14039.**

### CONDITION

Certain 2013-2014 model year (MY) T300 Chevrolet Trax and 2013-2014 MY Buick Encore vehicles may have a condition in which the current Rear Differential Control Module (RDCM) calibration may lead, under certain driving conditions, to activate the All Wheel Drive (AWD) off indicator. The AWD system is disabled until the next ignition cycle.

### CORRECTION

Dealers are to reprogram the RDCM with the latest calibration.

### 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 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 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

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 an MDI for reprogramming, ensure that it is updated with the latest software version. Use **TIS2WEB on or after 4/10/14** 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 RDCM through TIS2WEB (with MDI).
3. Set up and configuration must be performed after programming the RDCM. Please refer to Rear Differential Clutch Control Module Programming and Setup in SI.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Operation Code	Operation Description	Labor Time
9100371	Reprogram RDCM Only	0.3

CUSTOMER NOTIFICATION – For U.S. 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/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, 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 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 in the future, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

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**

Buick Customer Notification Letter

June 2014

Dear General Motors Customer:

We have learned that your 2013-2014 model year Buick Encore may have a condition in which the current Rear Differential Control Module (RDCM) calibration may lead, under certain driving conditions, activate the All Wheel Drive (AWD) OFF indicator. The AWD system is disabled until the next ignition cycle. If this occurs, there may be low vehicle driving performance caused by deactivating the AWD system.

Your satisfaction with your 2013-2014 model year Buick Encore 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 RDCM with the latest calibration. This service will be performed for you at **no charge**.

**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
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	

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 Recall Number: 14039A

Chevrolet Customer Notification Letter

DD MM 2014

Dear Chevrolet Owner,

We would like to inform you of our decision to implement a customer satisfaction program for certain 2013-2014 model year Chevrolet Trax vehicles equipped with All Wheel Drive (AWD) system. The AWD OFF indicator may be activated occasionally in the subject vehicles due to improper Rear Differential Control Module (RDCM) software. If this occurs, there may be low vehicle driving performance caused by deactivating the AWD system.

According to our records, you own a vehicle subject to this customer satisfaction program. We request that you visit your nearest dealer or authorized service center to have your vehicle inspected. Your dealer or authorized service center will update the RDCM software free of charge.

Please contact your dealer or authorized service center to schedule an appointment for this campaign. Service instructions have been already sent to your dealer or authorized service center and this service can be completed in less than 30 minutes for RDCM software update.

If you have any questions or concerns, please feel free to contact your dealer or Customer Relations Department at -----.

We apologize for inconvenience.

Sincerely,  
[Put your company name here]

GM Recall Number: 14039A

GM CUSTOMER CARE AND AFTERSALES  
DCS3170  
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 11, 2014

Subject: 14039A - Customer Satisfaction Program  
AWD Off Indicator Activated

Models: 2013-2014 Buick Encore  
2013-2014 Chevrolet Trax (Canada Only)

To: All Buick Dealers

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

General Motors is releasing Customer Satisfaction Program 14039A today.  
The total number of U.S. vehicles involved is approximately 738. Please see  
the attached bulletin for details.

**Global Connect (GWM)**

The "Investigate Vehicle History" (IVH) screen will be updated June 10th, 2014.

**Campaign Initiation Detail Report (CIDR)**

The CIDR will be available June 10, 2014.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES