



Service Bulletin

SERVICE UPDATE

SUBJECT: Service Update for Inventory Vehicles Only
SDM Stud Misalignment
Expires with Base Warranty

MODELS: 2016 Chevrolet Silverado
2016 GMC Sierra

Due to the special equipment needed to perform the required repair, all involved vehicles were diverted by GM to a designated third party repair facility prior to delivery to final destination dealers. Affected dealers should have been contacted by their District Manager-Aftersales (DMA) or a GM representative advising of this necessary in-transit repair and the delayed delivery of the vehicle.

Vehicles involved in this recall were placed on stop delivery October 20, 2015 under the stop delivery order for 15796. Vehicles in dealer inventory and customer vehicles were moved to safety recall 15794. Vehicles that were contained at the vehicle distribution center or the plant, will remain under this bulletin 15796.

This bulletin provides dealers with important information about submitting a warranty transaction for floor plan reimbursement when a repaired vehicle arrives at a dealership.

PURPOSE

The Sensing and Diagnostic Module (SDM) on **certain** 2016 model year Chevrolet Silverado and GMC Sierra vehicles needs to be replaced. These vehicles may have a small hairline crack in one of the mounting feet securing the SDM to the floor pan of the vehicle. Under certain conditions, the issue could potentially cause the SDM to not perform as intended. If the SDM does not perform as intended, there may be a risk of occupant injury.

VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians 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.

Additionally, a list of involved vehicles currently in dealer inventory can be found in GlobalConnect, under Departments, Service, Field Action Inventory Reports (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

PART INFORMATION

No parts are required for this procedure.

SERVICE PROCEDURE

Due to the special equipment needed to perform the required repair, all involved vehicles were diverted by GM to a designated third party repair facility prior to delivery to final destination dealers. Other than submitting a warranty transaction for floor plan reimbursement when a repaired vehicle arrives at a dealership, no further action is required.

FLOOR PLAN REIMBURSEMENT

Due to the special equipment needed to perform the required repair, all involved vehicles were diverted by GM to a designated third party repair facility prior to delivery to final destination dealers. When a repaired vehicle arrives at its final destination dealer, the dealer is eligible for floor plan reimbursement to cover the days the vehicle was not available for sale. This reimbursement is limited to the number of days from the date the stop delivery order was issued to the date the vehicle was delivered to its final destination dealer. Floor plan reimbursement beyond these dates is not allowed. The amount of reimbursement should be charged as a net amount expense using the labor code provided below.

WARRANTY TRANSACTION INFORMATION

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

Note: When an involved vehicle is repaired and shipped to its final destination dealer, GM will manually close this field action in the Global Warranty Management System. Upon receipt of the vehicle, the dealer should submit a warranty transaction for floor plan reimbursement. The transaction will have to be "H" routed to the GM Warranty Approval Center for authorization.

Labor Code	Description	Labor Time	Net Item
9101953	Floor Plan Reimbursement	N/A	*

- * The amount identified in "Net Item" should represent the product of the vehicle's average daily interest rate (see table below) 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 (October 20, 2015) to the date the vehicle is returned to the dealership.

Vehicle	US Reimbursement Amount	Canadian Reimbursement Amount
2016 Chevrolet Silverado LD	\$ 5.10	\$6.49 EXT
2016 GMC Sierra LD	\$ 5.34	\$6.39 EXT, \$4.91 Reg
2016 Chevrolet Silverado HD	\$6.89	N/A
2016 GMC Sierra HD	\$7.61	N/A

**15796A – Service Update Bulletin Revised - Release from Stop Delivery Upon Completion of Recall**

Updated Date: Dec 17, 2015 13:55 ET

GM CUSTOMER CARE AND AFTERSALES
DCS3876
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 17, 2015

Subject: 15796A – Service Update Bulletin Revised - Release from Stop Delivery Upon Completion of Recall
SDM Stud Misalignment

Models: 2016 Chevrolet Silverado
2016 GMC Sierra

To: Chevrolet and GMC Dealers

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

General Motors is releasing Service Update Bulletin 15796A today. The total number of U.S. vehicles involved is approximately 200. Vehicles involved in this recall were placed on stop delivery October 20, 2015 under the stop delivery order for 15796. Vehicles in dealer inventory and customer vehicles were moved to safety recall 15794. Vehicles that were contained at the vehicle distribution center or the plant, will remain under this bulletin 15796A.

When an involved vehicle is repaired and shipped to its final destination dealer, GM will manually close this field action in the Global Warranty Management System. The vehicle is then released from stop delivery and the vehicle can be delivered to the customer.

This revision is to provide dealers with important information about submitting a warranty transaction for floor plan reimbursement when a repaired vehicle arrives at a dealership. Please see the attached bulletin for details.

[Global Warranty Management \(GWM\)](#)

The "Investigate Vehicle History" (IVH) screen has been updated. A list of involved vehicles is attached to this message.

-
GM CUSTOMER CARE AND AFTERSALES

[15796A Bulletin.pdf](#)[15796 US BAC list 121715.xlsx](#)

About this Alert

Reference Number: GCUS-3-391
Published to: Home Page
Version: 1.0
Alert Type: Service Update
Original Published Date: Dec 17, 2015 13:55 ET
Expires: Feb 15, 2016 0:00 ET
Contact : loren.rusk@gm.com