



# 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

### PURPOSE

This bulletin provides a service procedure to replace the SDM on **certain** 2016 model year Chevrolet Silverado and GMC Sierra vehicles. These vehicles may have a small hairline crack in one of the mounting feet securing the Sensing and Diagnostic Module 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.

**This service procedure should be completed as soon as possible on customer vehicles.**

### 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

**Warning:** When performing service on or near the SIR components or the SIR wiring, the SIR system must be disabled. Failure to observe the correct procedure could cause deployment of the SIR components. Serious injury can occur. Failure to observe the correct procedure could also result in unnecessary SIR system repairs.

1. Disable the supplemental inflatable restraint (SIR) system. Refer to *SIR Disabling and Enabling* in SI.
2. Remove the nuts securing Airbag Sensing and Diagnostic Module (SDM) to the vehicle and disconnect the electrical connectors. Refer to *Airbag Sensing and Diagnostic Module*

*Replacement (Crew Cab) or Airbag Sensing and Diagnostic Module Replacement (Extended Cab, Regular Cab), depending on vehicle configuration, in SI.*

**Note:** Do NOT rock the module while verifying if the SDM is binding on the studs.

3. Verify the SDM is not binding on the studs. Refer to the video provided by your District Manager of Aftersales (DMA). Please record the answers to the following questions:
- Is there movement in the fore-aft direction?
  - Is there movement in the left-right direction?
  - Is there freedom to lift and replace module on top of the mounting studs?



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4. Take pictures of the front and back of the SDM mounting feet as shown in the pictures above.

**Note:** There is a maximum e-mail file size restriction of 10 MB and it will NOT be received if the file is over 10 MB. The resolution setting on the camera may need to be lowered in order to achieve the correct file size.

5. Record a video of the SDM check being performed in step 3. Send the video, pictures, and answers to the questions to [linda.tu@gm.com](mailto:linda.tu@gm.com), [michelle.carpenter@gm.com](mailto:michelle.carpenter@gm.com), and [vipul.modi@gm.com](mailto:vipul.modi@gm.com) for evaluation. The response time from General Motors will be within one hour after receiving the e-mail containing the required information.
6. Do NOT proceed until feedback has been provided from General Motors on how to proceed. Once it has been determined that the vehicle passed the inspection process, proceed with the remainder of the bulletin.

**Warning:** Do not strike or jolt the inflatable restraint Sensing and Diagnostic Module (SDM). Before applying power to the SDM, make sure that it is securely fastened. Failure to observe the correct installation procedure could cause Supplemental Inflatable Restraint (SIR) deployment, personal injury, or unnecessary SIR system repairs.

7. Reinstall the SDM. Refer to *Airbag Sensing and Diagnostic Module Replacement (Crew Cab)* or *Airbag Sensing and Diagnostic Module Replacement (Extended Cab, Regular Cab)*, depending on vehicle configuration, in SI.
8. Enable the SIR system. Refer to *SIR Disabling and Enabling 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.

**Note:** To avoid having to "H" route the floor plan transaction for approval, it must be submitted prior to the repair transaction.

Labor Code	Description	Labor Time
9101931	Airbag Sensing and Diagnostic Module Replacement	1.1

#### DEALER PROGRAM RESPONSIBILITY

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

# Inspection method

- Disconnect battery and wait 2 minutes
- Follow Service Instructions to gain access to Airbag Sensing and Diagnostic Module
- Remove 3 fastening nuts and 2 electrical connectors
- Hold module securing and confirm:
  - Is there movement in the fore-aft direction?
  - Is there movement in the left-right direction?
  - Is there freedom to lift and replace module on top of the mounting studs?
  - Do not rock the module in test
- Please take a video similar to the one attached to this presentation and return to GM for assessment



GM CUSTOMER CARE AND AFTERSALES  
DCS3855  
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 24, 2015

Subject: 15796 – Service Update Bulletin  
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 15796 today. The total number of U.S. vehicles involved is 7. Please see the attached bulletin for details.

The following message was sent November 20<sup>th</sup> regarding these vehicles:

There were seven trucks involved in the SDM Stop Order that were delivered to customers by dealers and one fleet. One has been returned to the FT Wayne Plant and repaired – leaving six trucks that will require special handling. Dealers/Fleet need to contact these customers and have these vehicles returned for inspection.

Attached is:

- List of vehicles
- Inspection video
- Inspection procedure

Please have the assigned DMA or GM Fleet contact work with these dealers / fleet.

Please note that this inspection is critical and requires the dealer to properly understand the procedure before attempting to inspect the vehicle.

The procedure **REQUIRES** that the technician **CREATE** a video during his inspection of the vehicle. After completing the inspection the technician is **REQUIRED** to send his video to Linda Tu in GM Engineering. Linda has committed to review and respond to each video within one hour.

Vehicles passing the inspection will be released from the Stop Order. Vehicles not passing the inspection will need to be transported back to Ft Wayne Assembly for repair. Customers willing to accept the Ft Wayne repair should be

provided a loaner vehicle. It is estimated the vehicle may be gone a month for this process. Those customers unwilling to accept the repair should be traded into another vehicle.

Please use labor operation 0600057 for the vehicle inspection. The entire process should not exceed two hours.

**Global Warranty Management (GWM)**

The "Investigate Vehicle History" (IVH) screen will be updated in the near future. A list of involved vehicles in dealer inventory is attached to this message.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES