

Customer Satisfaction Program

42550 Engine Stall During Deceleration



Reference Number: N162042550
GWM Number: 2042550

Release Date: June 2016
Revision: 00

Attention: This program is in effect until July 31, 2018.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Express	2016	2016	LC8	Engine, LPG/CNG 6.0L
				FHZ	Vehicle Fuel-Dedicated CNG

Involved vehicles are marked “open” on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Certain 2016 model year Chevrolet Express vehicles, equipped with 6.0L CNG engine (RPO LC8) and dedicated CNG vehicle fuel (RPO FHZ), may have a condition in which the engine stalls at the end of an aggressive deceleration event or engine idle drops below desired RPM after deceleration. If the engine stalls, the operator will have to shift to Park or Neutral to restart the engine.
Correction	Reprogram the engine control module (ECM) and transmission control module (TCM).

Parts

No parts are required for this procedure.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102340	Engine Control Module and Transmission Control Module Reprogramming with SPS	0.7*	ZFAT	N/A

* Labor time includes performing the transmission adapt learn procedure.

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Service Procedure

1. Reprogram the engine control module (ECM). Refer to *K20 Engine Control Module: Programming and Setup (Without Diesel)* in SI.
2. Reprogram the transmission control module (TCM). Refer to *Control Solenoid Valve and Transmission Control Module Assembly Programming and Setup (6L45/6L50/6L80/6L90)* in SI.

Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through July 31, 2018. 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 July 31, 2018, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. 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.

Customer Notification

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



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July 2016

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2016 model year Chevrolet Express may have a condition in which the engine stalls at the end of an aggressive deceleration event or engine idle drops below desired RPM after deceleration. If the engine stalls, the operator will have to shift to Park or Neutral to restart the engine.

Your satisfaction with your Chevrolet Express 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 engine control module and transmission control module. This service will be performed for you at **no charge until July 31, 2018**. 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)
Chevrolet	1-800-630-2438	1-800-833-2438
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 Chevrolet Express provides you many miles of enjoyable driving.

Terry M. Inch
Executive Director
Global Connected Customer Experience

42550

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4080
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 21, 2016

Subject: 42550 - Customer Satisfaction Program
Engine Stall During Deceleration

Models: 2016 Chevrolet Express Equipped with 6.0L CNG Engine (RPO LC8)
and Vehicle Fuel-Dedicated CNG (RPO FHZ)

To: All Chevrolet Dealers

General Motors is releasing Customer Satisfaction Program 42550 today. The total number of U.S. vehicles involved is approximately 105. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on July 7, 2016.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated June 23, 2016. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS