



Program Bulletin

CUSTOMER SATISFACTION PROGRAM

SUBJECT: Missing Tire Inflator Kit

MODELS: 2016 Chevrolet Volt

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THIS PROGRAM IS IN EFFECT UNTIL MARCH 31, 2018.
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CONDITION

Certain 2016 model year Chevrolet Volt model vehicles may have been built and shipped without the trunk well stored tire inflator kit components. If a vehicle owner experiences a flat tire without a complete kit they would not have the ability to attempt to seal and re-inflate the tire.

CORRECTION

Dealers are to inspect the vehicles, order and install the tire inflator kit components if any are missing.

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 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

For U.S. and Canada: Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order. A quantity limiter may be in effect.

Part Number	Description	Quantity/Vehicle
13392204	COMPRESSOR ASM - TIRE AIR	1
23276300	SPACER - TOOL STOW COMPT	1
23119009	CONTAINER - TIRE SEALANT	1

SERVICE PROCEDURE

1. Open the rear compartment lid and lift the load compartment floor.



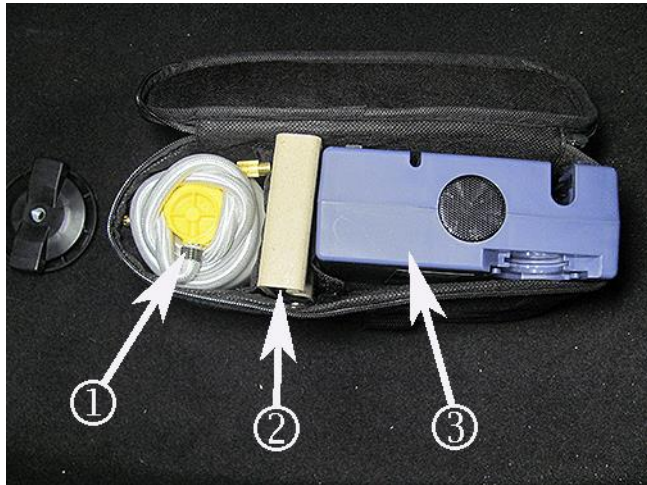
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2. Locate the tire sealant and compressor kit bag.



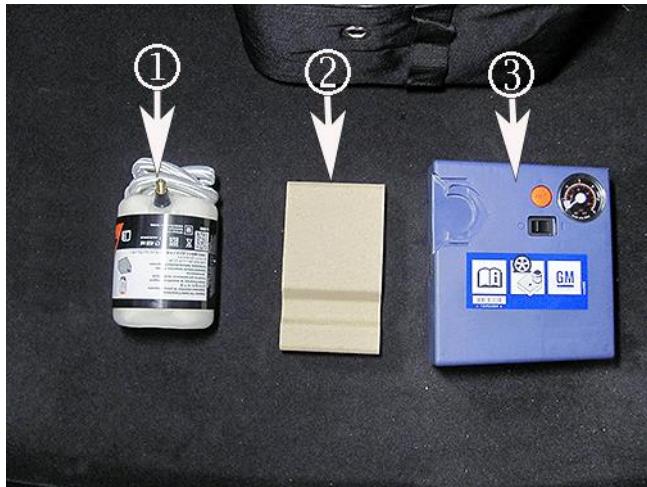
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3. Turn the retainer nut counterclockwise to remove the tire sealant and compressor kit bag.



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- 4. Unzip the bag and verify the container of tire sealant (1), the spacer (2) and the air compressor (3) are installed.



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- 5. If the container of tire sealant (1), the spacer (2) or the air compressor (3) are missing, use the information in the part table above to order a replacement component.

COURTESY TRANSPORTATION – For US and Canada

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. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time	Net Item
9102088	Inspect Trunk Bag For Missing Tire Compressor, Tire Sealant or Spacer	0.2	N/A
	ADD: Replace Inflator Kit Components as Required	0.1	

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). In addition to the customer letter, owners will receive instructions on how to self-inspect their vehicle. A customer reply card will also be provided.

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 new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall 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 March 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 March 31, 2018, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

M 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**

March 2016

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

Dear General Motors Customer:

We have learned that your 2016 model year Chevrolet Volt may have been built and shipped without the trunk well located, tire inflator kit. If a vehicle owner experiences a flat tire without the kit they would not have the ability to attempt to seal and re-inflate the tire.

Your satisfaction with your Chevrolet Volt is very important to us, so we are announcing a program to correct this condition, if it has occurred.

What We Will Do: Your GM dealer will inspect your vehicle, order and install the tire inflator kit if it is missing. This service will be performed for you at **no charge until March 31, 2018**. After that, any applicable warranty will apply.

If it is more convenient for you, instructions to inspect your vehicle for the presence of the Inflator Kit and components have been included with this letter. If all components of the kit are present please return the enclosed reply card to close this Customer Satisfaction Program. If the kit or its components are missing you must take your vehicle to the dealer for correction.

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. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

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 Volt provides you many miles of enjoyable driving.

Terry M. Inch
Executive Director
Global Connected Customer Experience

Enclosure
26900

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS3950
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 04, 2016
Subject: 26900 - Customer Satisfaction Program
Missing Tire Inflator Kit
Models: 2016 Chevrolet Volt
To: All Chevrolet Dealers

General Motors is releasing Customer Satisfaction Program 26900 today. The total number of U.S. vehicles involved is approximately 1847. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin the week of March 21, 2016.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated in the near future. 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