

# Service Update

## 16005 Holes and Loose Wires in Headliner



Reference Number: N16205693

Release Date: September 2016  
Revision: 00

**Attention:** This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

Vehicles involved in this recall were placed on stop delivery August 19, 2016. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Express	2016	2016		
GMC	Savana				

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.

<b>Condition</b>	Certain 2016 model year Chevrolet Express and GMC Savana vehicles may have been built with an incorrect headliner that includes a provision for interior lighting. This condition causes open holes and loose wiring connectors in the headliner to be visible to the customer. Additionally, the service parts identification (SPID) label contains an incorrect headliner RPO code.
<b>Correction</b>	Install a new SPID label and, if necessary, replace the headliner.

### Parts

Quantity	Part Name	Part No.
4	Terminal	*WPC #808
1	Connector Inline to Body Harness	*WPC #808
1	Headlining Rear Trim Panel	*
1	SPID Label	**

### Parts Pre-Ship Information

\* An initial supply of headliner, connectors and terminals required to complete this recall will be pre-shipped to all impacted dealers of record. This pre-shipment is scheduled to begin the week of September 19, 2016 and conclude the week of September 26, 2016. **Do not order from GM CCA.**

\*\* **Note:** The SPID Label required for this recall is ordered from the Dealer Business Center. To order Call 888-414-6322. **Do not order from GM CCA.**

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### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102583	Install SPID Label Add: Headliner Rear Trim Assembly and Harness Connector Add: To Reinstall Each Additional Rear Seat	0.2 2.5 0.1	ZFAT	N/A
9102584	Floor Plan Reimbursement	N/A	ZFAT	*

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

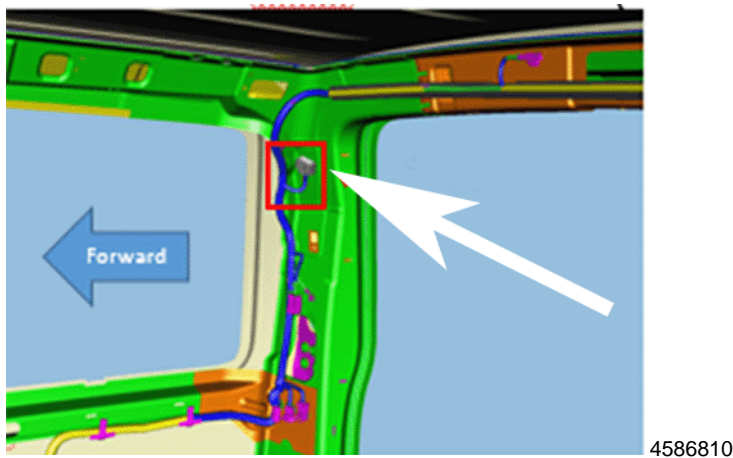
- \* USA Only - Vehicles eligible for floor plan reimbursement are to submit the amount in “Net Item” and should represent the product of the vehicle’s average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (August 19, 2016) to the date the repair is completed and the vehicle is ready for sale (not to exceed 41 days):

Vehicle	Reimbursement Amount
	USA
Chevrolet Express	\$3.98
GMC Sierra	\$4.17

### Service Procedure

**Note:** VIN 1GJZ7PFG4G1329703 requires ONLY the SPID label replacement. Refer to *Service Parts ID Label* procedure below. All other vehicles require completion of all steps.

1. Remove the rear headliner trim panel. Refer to *Headlining Rear Trim Panel Replacement* in SI.



2. With the headliner and trim removed, locate the body side headliner wiring harness connector located in the upper right rear of the vehicle. Revise the wiring harness as follows:
  - 2.1 Remove the wiring harness tape wrap at the connector as required.
  - 2.2 Cut all of the wire leads as close to the connector as possible.
  - 2.3 Separate the Black lead from cavity #14 and the Brown lead from cavity #7. Wrap these cut leads with PVC electrical tape. They will not be used.
  - 2.4 Strip the insulation from the remaining four wires as required. Refer to *Repairing Connector Terminals (Terminal Repair) Unsealed Terminals* in SI.
  - 2.5 Install the four WPC #808 terminals. To select the correct crimping tool, Refer to *X420 Rear Headliner Harness to Body Harness* in SI.

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Conn 15326942				
Cav	CKT	COLOR	SIZE	TERMINAL
A	149	BLU DK	0.8	15304723
-	-	-	-	-
B	149	BLU DK	0.8	15304723
J	1732	ORN	0.8	15304723
H	1050	BLK	0.8	15304723
-	-	-	-	-

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- 2.6 Insert the terminals into the WPC #808 connector using the above table for the cavity location.
- 2.7 Fold the two unused wires back over the wire bundle.
- 2.8 Re-tape the harness as required.
3. Install the new rear headliner trim panel. Refer to *Headlining Rear Trim Panel Replacement* in SI.

#### Service Parts ID Label

1. Order a replacement Service Parts Identification (SPID) from the Dealer Business Center (DBC).
2. Locate the vehicle SPID label, located on the rear edge of the front passenger door.
3. Remove the existing label and any residue using isopropyl alcohol, dry the area with a lint free cloth. The receiving surface must be clean, dry and free of any containments.
4. Firmly hold the new label and peel the protective liner from the back side, being careful not to touch or contaminate the adhesive with dirt or foreign matter.
5. Carefully align the new label to the surface press firmly and smooth out the entire label ensuring the corners are fully adhered.

#### Dealer 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.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin 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.



GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4201  
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 26, 2016

Subject: 16005 - Service Update  
Holes and Loose Wires in Headliner

Models: 2016 Chevrolet Express  
2016 GMC Savana

To: Select Chevrolet and GMC Dealers

General Motors is releasing Service Update 16005 today. The total number of U.S. vehicles involved is 8. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery August 19, 2016. Once the service procedure contained in the bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated September 27, 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