

Customer Satisfaction Program

23950 - Missing Hardware and Software Items Prior to Ship to Commerce



Reference Number: N152023950
GWM Number: 2023950

Release Date:
Revision: 00

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

Make	Model	Model Year	
		From	To
Chevrolet	Silverado	2016	2016
GMC	Sierra	2016	2016

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 Silverado and GMC Sierra trucks may have been assembled without certain software updates and components. The missing software and components could include, depending on the vehicle: (i) updated software for the sensing and diagnostic module (SDM), the transmission control module (TCM), and/or the body control module (BCM); (ii) left and/or right "wishbone" frame reinforcements; and (iii) high-intensity discharge (HID) headlamps (in place of the halogen headlamps); and (iv) an owners' manual.
Correction	Dealers are to perform the software updates and install the needed parts, as required. Refer to the involved vehicle table at the back of this bulletin to determine which retrofit items are necessary for each vehicle.

Parts

Quantity	Description	Part Number
1 as req'd	Frame Reinforcement Front - LH	84009784
1 as req'd	Frame Reinforcement Front - RH	84009785
4 as req'd	Bolt	11548233
1 as req'd	Headlamp	84030274
1 as req'd	Headlamp	84030275
1 as req'd	Headlamp	84017968
1 as req'd	Headlamp	19353412
1 as req'd	Headlamp	84012632
1 as req'd	Headlamp	84012633
1 as req'd	Owner's Manual Information Package-Silverado	23133505*
1 as req'd	Owner's Manual Information Package-Sierra	23133507*
1 as req'd	Owner's Manual Information Package-Sierra Denali	23133509*

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which part to order.

* Owner's Manual parts required to complete this recall are to be ordered online, through the DWD E-Store. Please log in and order the appropriate SKU number manual(s) using the chart above.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type
9102176	Insert Owners Information Package	0.2	ZFAT
	ADD: Install Left and Right Frame Reinforcements and Inflatable Restraint Sensing and Diagnostic Module Programming with SPS	0.8	
	ADD: Transmission Control Module Reprogramming with SPS	0.5	
	ADD: Replace Left and Right Headlamp Assemblies and Body Control Module Reprogramming with SPS	2.5	

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Service Procedure

Note: To determine which repair(s) are required, refer to the VIN list located at the end of this bulletin. Once the VIN is found on the list, follow the line across to determine the appropriate repair procedure(s) to complete. **Ensure that you follow the correct line across and review all columns.**

Owner's Manual

Insert the owner's information package into the glovebox.

Frame Reinforcement and Reprogram Inflation Restraint Sensing and Diagnostic Module (SDM)

1. Install the left hand and right hand Frame Reinforcement. Refer to *Frame Reinforcement (Left-hand Reinforcement)* and *Frame Reinforcement (Right-hand Reinforcement)* in SI.

Note: Carefully read and follow the instructions below

- DO NOT attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update.
 - DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the control module is not properly configured with the correct calibration software, the control module will not control all of the vehicle features properly.
 - Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
 - Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. When required install the *EL-49642* SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
 - Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
 - During the programming procedure, follow the SPS prompts for the correct ignition switch position.
 - Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.
2. Install EL-49642 SPS programming support tool.
 3. Access the Service Programming System (SPS) and follow the on-screen instructions.
 4. On the SPS Supported Controllers screen, select K36 Inflation Restraint Sensing and Diagnostic Module – Programming and follow the on-screen instructions.
 5. At the end of programming, choose the “Clear All DTC’s” function on the SPS screen.

Note: If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.

Reprogram Transmission Control Module (TCM)

Note: Carefully read and follow the instructions below.

- DO NOT attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update.
- DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the control module is not properly configured with the correct calibration software, the control module will not control all of the vehicle features properly.
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.

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- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. When required install the *EL-49642* SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- During the programming procedure, follow the SPS prompts for the correct ignition switch position.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

1. Install *EL-49642* SPS programming support tool.
2. Access the Service Programming System (SPS) and follow the on-screen instructions.
3. On the SPS Supported Controllers screen, select K71 Transmission Control Module – Setup and follow the on-screen instructions.
4. At the end of programming, choose the “Clear All DTCs” function on the SPS screen.

Note: If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.

HID Headlamps and Reprogram Body Control Module (BCM)

Note: Do not attempt to reprogram the BCM until the vehicle is fitted with HID headlamps.

1. Remove Left/Right headlamp assembly. Refer to *Headlamp Replacement* in SI.
2. Install the Left/Right headlamp assembly. Refer to *Headlamp Replacement* in SI.

Note: Carefully read and follow the instructions below.

- DO NOT attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.
- DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the control module is not properly configured with the correct calibration software, the control module will not control all of the vehicle features properly.
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. When required install the *EL-49642* SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- During the programming procedure, follow the SPS prompts for the correct ignition switch position.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

3. Install *EL-49642* SPS programming support tool.
4. Access the Service Programming System (SPS) and follow the on-screen instructions.
5. On the SPS Supported Controllers screen, select Body Control Module – Programming and follow the on-screen instructions.
6. At the end of programming, choose the “Clear All DTCs” function on the SPS screen.

Note: If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.

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Dealer 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 May 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 May 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 recall 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 recall.

Courtesy Transportation

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Section 6.1.10 – Courtesy Transportation, for details.

Customer Notification

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

GM 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**

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TABLE BY VIN BEGINNING WITH 1

VIN	Owners Manual	Frame Reinforcement & SDM	TCM	HID	VIN	Owners Manual	Frame Reinforcement & SDM	TCM	HID
1GC1KVE82GF100084	X				1GT12TE84GF100088	X			
1GC1KVE8XGF100091	X				1GT12UEG1GF100076	X			
1GC1KWEG2GF100079	X				1GT12UEG5GF100078	X			
1GC1KWEG5GF100075	X				1GT12UEG6GF100090	X			
1GC1KXE80GF100077	X				1GT12UEG9GF100083	X			
1GC1KXEG5GF100082	X				1GT12UEGXGF100092	X			
1GC1KXEG8GF100089	X				1GT22SE80GZ100151	X			
1GC2KVE87GZ100147	X				1GT22SE83GZ100080	X			X
1GC2KVEG3GZ100167	X				1GT22TE85GZ100118	X			X
1GC2KWE81GZ100165	X				1GT22TE88GZ100131	X			
1GC5K0E85GZ100163	X				1GT22TEG2GZ100102	X			X
1GCUKREC4GF100080	X	X			1GT22TEG3GZ100156	X			
1GCUKREC7GF100073	X	X			1GT22TEGXGZ100137	X			
1GCUKREC7GF100087	X	X			1GTR1NEC3GZ100135	X	X	X	
1GCVSEC0GZ100178	X	X	X		1GTR1NEC5GZ100119	X	X	X	
1GCVKNEC3GZ100082	X	X			1GTV2LECXGZ100164	X	X		
1GCVKNEC7GZ100148	X	X			1GTV2MEC8GZ100122	X	X		
1GCVKREC2GZ100145	X	X			1GTV2MEC8GZ100153	X	X		
1GCVKREC8GZ100084	X	X		X	1GTV2MEH8GZ100116	X	X		
1GCVKREC8GZ100103	X	X		X	1GTV2MEH9GZ100173	X	X		
1GCVKREC9GZ100143	X	X			1GTV2NEC1GZ100100	X	X	X	
1GCVKREH4GZ100174	X	X			1GTV2NEC3GZ100079	X	X	X	
1GCVKREH9GZ100168	X	X			1GTV2NEC3GZ100177	X	X	X	
1GCVKSEC0GZ100085	X	X	X		1GTV2NEC4GZ100107	X	X	X	
1GCVKSEC0GZ100099	X	X	X		1GTV2NEC4GZ100141	X	X	X	
1GCVKSEC3GZ100078	X	X	X		1GTV2NEC7GZ100117	X	X	X	
1GCVKSEC3GZ100159	X	X	X		1GTV2NEC7GZ100179	X	X	X	
1GCVKSEC4GZ100087	X	X	X		1GTV2NEC8GZ100160	X	X	X	
1GCVKSEC4GZ100090	X	X	X		1GTV2NEC9GZ100104	X	X	X	
1GCVKSEC4GZ100154	X	X	X		1GTV2NEC9GZ100121	X	X	X	
1GCVKSEC6GZ100091	X	X	X		1GTV2NECXGZ100113	X	X	X	
1GCVKSEC6GZ100138	X	X	X		1GTV2NECXGZ100127	X	X	X	
1GCVKSEC6GZ100155	X	X	X		1GTV2NECXGZ100158	X	X	X	
1GCVKSEC6GZ100172	X	X	X		1GTV2NECXGZ100175	X	X	X	
1GCVKSEC7GZ100083	X	X	X		1GTV2NEJ0GZ100149	X	X	X	
1GCVKSEC8GZ100142	X	X	X		1GTV2NEJ0GZ100166	X	X	X	
1GCVKSEC9GZ100098	X	X	X		1GTV2NEJ1GZ100144	X	X	X	
1GCVKSEC9GZ100134	X	X	X		1GTV2NEJ2GZ100072	X	X	X	
1GCVKSECXGZ100112	X	X	X		1GTV2NEJ2GZ100105	X	X	X	
1GCVKSECXGZ100157	X	X	X		1GTV2NEJ2GZ100170	X	X	X	
1GCVKSEJ0GZ100120	X	X	X		1GTV2NEJ3GZ100081	X	X	X	
1GCVKSEJ3GZ100161	X	X	X		1GTV2NEJ3GZ100114	X	X	X	
1GCVKSEJ4GZ100136	X	X	X		1GTV2NEJ3GZ100128	X	X	X	
1GCVKSEJ5GZ100095	X	X	X		1GTV2NEJ3GZ100162	X	X	X	
1GCVKSEJ6GZ100140	X	X	X		1GTV2NEJ4GZ100106	X	X	X	
1GCVKSEJ7GZ100129	X	X	X		1GTV2NEJ4GZ100171	X	X	X	
1GCVKSEJ8GZ100169	X	X	X		1GTV2NEJ5GZ100101	X	X	X	
1GCVKSEJ9GZ100097	X	X	X		1GTV2NEJ5GZ100146	X	X	X	
1GT12SEG7GF100085	X				1GTV2NEJ7GZ100133	X	X	X	
1GT12TE80GF100086	X				1GTV2NEJ7GZ100150	X	X	X	
1GT12TE81GF100081	X				1GTV2NEJ8GZ100139	X	X	X	

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TABLE BY VIN BEGINNING WITH 3

VIN	Owners Manual	Frame Reinforcement & SDM	TCM	HID	VIN	Owners Manual	Frame Reinforcement & SDM	TCM	HID
3GCUKNEC1GG100190	X	X			3GTU2NECXGG100124	X	X	X	
3GCUKNEC2GG100098	X	X		X	3GTU2NEJ4GG100182	X	X	X	
3GCUKNEC3GG100188	X	X			3GTU2NEJ6GG100183	X	X	X	
3GCUKNEC3GG100191	X	X			3GTU2PEC0GG100130	X	X	X	
3GCUKNEC4GG100104	X	X			3GTU2PEC1GG100153	X	X	X	
3GCUKNEC5GG100192	X	X			3GTU2PEC2GG100176	X	X	X	
3GCUKNEC6GG100105	X	X		X	3GTU2PEC3GG100154	X	X	X	
3GCUKNEC7GG100100	X	X		X	3GTU2PEC3GG100168	X	X	X	
3GCUKNEH2GG100145	X	X			3GTU2PEC5GG100138	X	X	X	
3GCUKNEH5GG100091	X	X		X	3GTU2PEC7GG100139	X	X	X	
3GCUKREH2GG100086	X	X		X	3GTU2PEC7GG100173	X	X	X	
3GCUKREH5GG100146	X	X			3GTU2PEC8GG100134	X	X	X	
3GCUKREH7GG100147	X	X			3GTU2PEC8GG100179	X	X	X	
3GCUKREH9GG100084	X	X		X	3GTU2PEC9GG100126	X	X	X	
3GCUKSEC0GG100082	X	X	X		3GTU2PECXGG100135	X	X	X	
3GCUKSEC0GG100101	X	X	X		3GTU2PEJ0GG100174	X	X	X	
3GCUKSEC1GG100186	X	X	X		3GTU2PEJ1GG100118	X	X	X	
3GCUKSEC4GG100103	X	X	X		3GTU2PEJ1GG100121	X	X	X	
3GCUKSEC4GG100148	X	X	X		3GTU2PEJ2GG100161	X	X	X	
3GCUKSECXGG100185	X	X	X		3GTU2PEJ3GG100122	X	X	X	
3GCUKTEC0GG100184	X	X	X		3GTU2PEJ3GG100136	X	X	X	
3GCUKTEC1GG100193	X	X	X		3GTU2PEJ3GG100167	X	X	X	
3GCUKTEC2GG100106	X	X	X		3GTU2PEJ3GG100170	X	X	X	
3GCUKTEC3GG100194	X	X	X		3GTU2PEJ3GG100198	X	X	X	
3GCUKTEC6GG100108	X	X	X		3GTU2PEJ4GG100114	X	X	X	
3GCUKTEC8GG100109	X	X	X		3GTU2PEJ4GG100128	X	X	X	
3GCUKTEC9GG100099	X	X	X		3GTU2PEJ4GG100131	X	X	X	
3GCUKTEC9GG100149	X	X	X		3GTU2PEJ4GG100159	X	X	X	
3GCUKTECXGG100144	X	X	X		3GTU2PEJ4GG100162	X	X	X	
3GCUKTECXGG100189	X	X	X		3GTU2PEJ5GG100123	X	X	X	
3GTP1PEC0GG100113	X	X	X		3GTU2PEJ5GG100171	X	X	X	
3GTP1PEC5GG100155	X	X	X		3GTU2PEJ6GG100115	X	X	X	
3GTP1PEC9GG100112	X	X	X		3GTU2PEJ7GG100169	X	X	X	
3GTP1PEC9GG100157	X	X	X		3GTU2PEJ8GG100150	X	X	X	
3GTP1PEJ6GG100163	X	X	X		3GTU2PEJ8GG100164	X	X	X	
3GTP1PEJ6GG100180	X	X	X		3GTU2PEJ8GG100181	X	X	X	
3GTP1PEJ7GG100110	X	X	X		3GTU2PEJ9GG100125	X	X	X	
3GTP1PEJ9GG100111	X	X	X		3GTU2PEJ9GG100156	X	X	X	
3GTU1NEJ1GG100160	X	X	X		3GTU2PEJXGG100196	X	X	X	
3GTU2MEC1GG100197	X	X							
3GTU2MEC5GG100140	X	X							
3GTU2MEC8GG100195	X	X							
3GTU2MEC9GG100142	X	X							
3GTU2NEC2GG100165	X	X	X						
3GTU2NEC4GG100152	X	X	X						
3GTU2NEC5GG100158	X	X	X						
3GTU2NEC5GG100175	X	X	X						
3GTU2NEC6GG100119	X	X	X						
3GTU2NEC9GG100129	X	X	X						
3GTU2NEC9GG100132	X	X	X						
3GTU2NEC9GG100177	X	X	X						

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May 2016

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

Dear General Motors Customer:

We have learned that your 2016 model year Chevrolet Silverado or GMC Sierra truck may have been assembled without certain software updates and components. The missing software and components could include, depending on the vehicle: (i) updated software for the sensing and diagnostic module (SDM), the transmission control module (TCM), and/or the body control module (BCM); (ii) left and/or right “wishbone” frame reinforcements; and (iii) high-intensity discharge (HID) headlamps (in place of the halogen headlamps); and (iv) an owners’ manual. If this condition is present on the vehicle, you may notice that your vehicle’s headlamps are not HID headlamps or that your glovebox does not contain an owner manual.

Your satisfaction with your 2016 model year Chevrolet Silverado or GMC Sierra truck is very important to us, so we are announcing a program to correct these conditions.

What We Will Do: Your GM dealer will perform the software updates and install the needed parts, as required. This service will be performed for you at **no charge until May 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. 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
GMC	1-866-996-9463	1-800-462-8583
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 GM vehicle provides you many miles of enjoyable driving.

Terry M. Inch
Executive Director
Global Connected Customer Experience

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Updated Date: May 05, 2016 15:35 ET

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4025
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 05, 2016

Subject: 23950 - Customer Satisfaction Program
Missing Hardware and Software Items Prior to Ship to Commerce

Models: 2016 Chevrolet Silverado
2016 GMC Sierra

To: All Chevrolet and GMC Dealers

General Motors is releasing Customer Satisfaction Program 23950 today. The total number of U.S. vehicles involved is 191. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on May 20, 2016.

Global Warranty Management (GWM)

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

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END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

 [23950 Bulletin.pdf](#)  [Stock VINs 5-2-16.xlsx](#)

About this Alert

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Contact : Loren.Rusk@gm.com