

**38210 - Service Update - Aero Shutters Inoperative**

Updated Date: May 06, 2016 7:35 ET

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4024
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 6, 2016

Subject: 38210 - Service Update
Aero Shutters InoperativeModels: 2016 Chevrolet Colorado
2016 GMC Canyon
Equipped with 3.6L V6 Engine (RPO LFX)

To: All Chevrolet and GMC Dealers

General Motors is releasing Service Update 38210 today. The total number of U.S. vehicles involved is approximately 21,000. Please see the attached bulletin for details.

Global Warranty Management (GWM)

Due to internal warranty system upgrades, the Investigate Vehicle History (IVH) screen in the GWM system will be updated during the week of May 9, 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



38210 US Stock VIN List.xlsx



38210 Bulletin.pdf

About this Alert

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Service Update

38210 Aero Shutters Inoperative



Reference Number: N162038210
GWM Number: 2038210

Release Date: May 2016
Revision: 00

Attention: This service update included 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.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Colorado	2016	2016	LFX	3.6L V6 Engine
GMC	Canyon	2016	2016	LFX	3.6L V6 Engine

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	Vehicles may have a non-functional aero shutter.
Correction	Replace the chassis control module and program with the proper calibration files.

Parts

Quantity	Part Name	Part No.
1	Chassis Control Module	23365364

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type
9102157	Chassis Control Module Replacement and Chassis Control Module Reprogramming with SPS	0.7	ZFAT

Service Procedure

1. Remove the Chassis Control Module. Refer to *Chassis Control Module Replacement* in SI.
2. Install the new Chassis Control Module. Refer to *Chassis Control Module Replacement* in SI.

Dealer Responsibility – All

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/repared 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.

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.



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