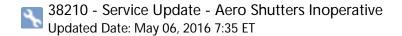
Alert Details Page 1 of 1



# GLOBAL SAFETY FIELD INVESTIGATIONS DCS4024 URGENT - DISTRIBUTE IMMEDIATELY

Date: May 6, 2016

Subject: 38210 - Service Update

Aero Shutters Inoperative

Models: 2016 Chevrolet Colorado

2016 GMC Canyon

Equipped with 3.6L V6 Engine (RPO LFX)

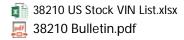
To: All Chevrolet and GMC Dealers

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



## About this Alert

Reference Number: GCUS-3-535 Published to: Home Page

Version: 0.0

Alert Type: Service Update

Original Published Date: May 06, 2016 7:35 ET

Expires: Jul 05, 2016 0:00 ET Contact : loren.rusk@gm.com

# Service Update 38210 Aero Shutters Inoperative



Reference Number: N162038210 Release Date: May 2016 GWM Number: 2038210 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.

		Model Year				
Make	Model	From	То	RPO	Description	
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	Description	Labor	Trans.
Operation		Time	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 <u>must</u> be held and inspected/repaired per the service procedure of this bulletin <u>before</u> 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.