

24280 - Special Coverage - Transmission Control Module Reports VIN During I/M Test

Updated Date: May 25, 2016 6:45 ET

GLOBAL SAFETY FIELD INVESTIGATIONS

DCS4052

URGENT - DISTRIBUTE IMMEDIATELY

Date: May 25, 2016

Subject: 24280 - Special Coverage
Transmission Control Module Reports VIN During I/M Test

Models: 2016 Chevrolet Express
2016 GMC Savana
Equipped with gas engine (RPO L20, L96 or LC8) and 6-speed Automatic Transmission (RPO MYD)

To: All Chevrolet and GMC Dealers

General Motors is releasing Special Coverage 24280 today. The total number of U.S. vehicles involved is 30,393. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in June.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated May 25, 2016.

END OF MESSAGE

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 [24280 Bulletin.pdf](#)

About this Article

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Special Coverage Adjustment

24280 Transmission Control Module Reports VIN During I/M Test



Reference Number: N152024280
GWM Number: 2024280

Release Date: May 2016
Revision: 00

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Express	2016	2016	L20	Engine, 4.8L V8 SFI
				L96	Engine, 6.0L V8 SFI FlexFuel
GMC	Savana	2016	2016	LC8	Engine-LPG/CNG
				MYD	Transmission, 6-speed automatic

Involved vehicles are identified on the Applicable Warranties section 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	On some 2016 model year Chevrolet Express and GMC Savana vehicles the transmission control module may respond to a service tool request for the vehicle to report the stored Vehicle Identification Number. The transmission control module should not respond to this request because it is correctly reported by another control module. It is possible, although highly unlikely, that an Emissions Inspection and Maintenance testing station could consider this duplicate reporting of the Vehicle Identification Number a reason for test failure.
Special Coverage Adjustment	This special coverage covers the condition described above for the life of the vehicle, regardless of age, mileage, or ownership. For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after May 25, 2016, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to May 25, 2016, must be submitted to the Service Contract provider.
Correction	Dealers are to reprogram the transmission control module (TCM). The repairs will be made at no charge to the customer.

Parts

No parts are required for this procedure.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900343	Diagnostic Time Only – No Repair Required	0.1-0.3	ZREG	N/A
9900344	Control Solenoid Valve and Transmission Control Module Assembly Reprogramming with SPS	0.5*	ZREG	N/A

* Labor time includes programming and transmission adapt learn.

Special Coverage Adjustment

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Service Procedure

1. Verify the vehicle failed a state inspection and maintenance (I/M) test due to the vehicle identification number (VIN) being reported by the TCM. Refer to the state I/M test report provided by the customer.
 - If the vehicle failed a state I/M test and the VIN was NOT reported by the TCM, no further action is required. Inform the customer that any additional diagnosis and repairs are not covered under this special coverage.
 - If the vehicle failed a state I/M test because the VIN was reported by the TCM, reprogram the transmission control module (TCM). Refer to *Control Solenoid Valve and Transmission Control Module Assembly Programming and Setup (6L45/6L50/6L80/6L90)* in SI.

Courtesy Transportation – For USA & Canada

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 special coverage on their vehicle (see copy of typical 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**

Special Coverage Adjustment

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June 2016

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

Dear General Motors Customer:

As the owner of a 2016 model year Express or Savana, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2016 model year Express or Savana vehicles, equipped with a gas engine and 6-speed automatic transmission, may have a condition where the transmission control module may respond to a service tool request for the vehicle to report the stored Vehicle Identification Number. The transmission control module should not respond to this request because it is correctly reported by another control module. It is possible, although highly unlikely, that an Emissions Inspection and Maintenance testing station could consider this duplicate reporting of the Vehicle Identification Number a reason for test failure.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the condition described above for the life of the vehicle. If this condition occurs on your 2016 Chevrolet Express or GMC Savana the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. Keep this letter with your other important glove box literature for future reference.

If you have any questions or need any assistance, just contact your dealer or 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 are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Terry M. Inch
Executive Director
Global Connected Customer Experience

24280