

GM CUSTOMER CARE AND AFTERSALES
DCS4272
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 29, 2016

Subject: 15806 - Customer Satisfaction Program
Instrument Panel Cluster Odometer Abnormal Increase at Cranking
2009-2010 Model Year Vehicles Resumed

Models: 2009-2015 Chevrolet Captiva
2009-2010 Saturn VUE

To: All GM Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and Service Director, Parts Manager, New or Used Vehicle Sales Manager, and Warranty Administrator

On October 27, 2016, General Motors temporarily placed bulletin 15806 on hold in GM Global Connect message GCUS-3-734, due to software overwriting calibration memory locations. This anomaly resulted in system resetting when the Menu button was pressed after programming for all 2009-2010 model year vehicles.

Programming in TIS has now been updated and available for all 2009-2010 model year vehicles. Dealers may now resume repairing the involved vehicles for this programming event.

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