



# Service Bulletin

## SERVICE UPDATE

**SUBJECT:** Service Update for Inventory and Customer Vehicles  
Heated and Ventilated Front Seats Inoperative with Remote Start  
Expires with Base Warranty

**MODELS:** 2016 Chevrolet Corvette  
Equipped with Automatic Transmission (RPO M5U) and Heated and  
Ventilated Front Seats (RPO KQV)

This service update includes 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.

### PURPOSE

This bulletin provides a service procedure to reprogram the body control module on **certain** 2016 model year Chevrolet Corvette vehicles equipped with an automatic transmission (RPO M5U) and heated and ventilated front seats (RPO KQV). While the engine is running during a remote start, and the remote start heated and ventilated seat feature is turned on in the vehicle personalization menu, the heated and ventilated seats may not activate.

**This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.**

### VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

Additionally, a list of involved vehicles currently in dealer inventory can be found in GlobalConnect, under Departments, Service, Field Action Inventory Reports (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

### PART INFORMATION

No parts are required for this repair.

## SERVICE PROCEDURE

**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.
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 K9 Body Control Module - Programming and follow the on-screen instructions.

**Note:** When performing the Tire Pressure Monitor Sensor Learn during BCM setup, the *EL-46079* tire pressure monitor diagnostic tool must be used to activate each tire pressure sensor for vehicles with UJM.

4. On the SPS Supported Controllers screen, select K9 Body Control Module - Setup (or K9 Body Control Module - Configuration & Setup) and follow the on-screen instructions.
5. Check the driver information center display for additional messages regarding further calibration instructions. If there are no additional driver information center instructions present, programming is complete.
6. At the end of programming, choose the “Clear DTCs” function on the SPS screen.
7. If ABS, Traction Control and/or StabiliTrak indicators are ON and DTC C0161 is set in the K17 Electronic Brake Control Module after performing BCM programming and setup, do the following:
  - 7.1. Disconnect the scan tool from the X84 Data Link Connector.

- 7.2. Ignition OFF, all access doors closed, all vehicle systems OFF, and all keys at least 3 m (9.8 ft) away from the vehicle. It may take up to 2 min to power down.
- 7.3. Ignition ON, verify DTC C0161 is in history. If not, repeat the above step to make sure the vehicle is in sleep mode.
- 7.4. Use the scan tool to clear the DTCs.

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

#### WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time
9102177	Body Control Module Reprogramming with SPS	0.5

#### DEALER PROGRAM RESPONSIBILITY

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.



**37030 - Service Update - Heated and Ventilated Seats Inoperative with Remote Start**

Updated Date: Apr 21, 2016 8:45 ET

## GLOBAL SAFETY FIELD INVESTIGATIONS

DCS4005

URGENT - DISTRIBUTE IMMEDIATELY

Date: April 21, 2016

Subject: 37030 - Service Update  
Heated and Ventilated Seats Inoperative with Remote StartModels: 2016 Chevrolet Corvette  
Equipped with Automatic Transmission (RPO M5U) and Heated and Ventilated Front Seats (RPO KQV)

To: All Chevrolet Dealers

General Motors is releasing Service Update 37030 today. The total number of U.S. vehicles involved is approximately 16,000. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated April 22, 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



37030 Bulletin.pdf



37030 US Stock VIN List.xlsx

**About this Alert**

---

Reference Number: GCUS-3-513

Published to: Home Page

Version: 0.0

Alert Type: Service Update

Original Published Date: Apr 21, 2016 8:45 ET

Expires: Jun 20, 2016 0:00 ET

Contact : loren.rusk@gm.com