

Product Emission Recall

17337 Diesel Particulate Matter Sensor Diagnostic Fault



Reference Number: N172118140

Release Date: November 2017
Revision: 00

Attention: This Product Emission Recall will be released in phases:

- Phase 1 includes certain 2017-2018 model year Chevrolet Silverado HD and GMC Sierra HD vehicles.
- Phase 2 includes certain 2016-2018 model year Chevrolet Colorado and GMC Canyon, 2017 model year Chevrolet Cruze, and 2017-2018 model year Chevrolet Express and GMC Savana vehicles.
- Phase 3 includes certain 2018 model year Chevrolet Cruze and Equinox, and GMC Terrain vehicles.

The phases will be timed to ensure calibration availability. Phases 2 and 3 will be announced to dealers through Global Connect messages at later dates and VINs will be updated in IVH accordingly as those phases are announced.

It is important that the 2018 Chevrolet Silverado HD and GMC Sierra HD vehicles have both the engine control module (ECM) programmed, per this recall, as well as the transmission control module (TCM) programmed, per SUB 17419, **at the same time**. Failure to perform both field actions on these vehicles at the same time may result in complaints of poor drivability.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Colorado	2016	2018	LWN	Engine-Diesel, 2.8L
	Cruze	2017	2018	LH7	Engine-Diesel, 1.6L
	Express	2017	2017	LWN	Engine-Diesel, 2.8L
	Equinox	2018	2018	LH7	Engine-Diesel, 1.6L
	Silverado HD	2017	2018	L5P	Engine-Diesel, 6.6L
GMC	Canyon	2016	2018	LWN	Engine-Diesel, 2.8L
	Savana	2017	2017	LWN	Engine-Diesel, 2.8L
	Sierra HD	2017	2018	L5P	Engine-Diesel, 6.6L
	Terrain	2018	2018	LH7	Engine-Diesel, 1.6L

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	General Motors has decided to conduct a Voluntary Emission Recall involving certain 2016 model year Chevrolet Colorado, GMC Canyon; 2017 model year Chevrolet Express, GMC Savana; 2017-2018 model year Chevrolet Colorado, Cruze, Silverado HD, GMC Canyon, Sierra HD and 2018 model year Chevrolet Equinox, GMC Terrain vehicles, equipped with a diesel engine. The engine control module in these vehicles may not properly diagnose a fault in the exhaust particulate matter sensor. Additionally, a subset of these vehicles, certain 2017 model year Chevrolet Silverado HD and GM Sierra HD vehicles, may in rare instances exhibit a condition in which the engine surges up to 2,800 RPM during vehicle coast or vehicle braking.
Correction	Program the engine control module, and transmission control module when applicable.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102933 *	Engine Control Module Reprogramming with SPS (Phase 1-3)	0.3	ZFAT	N/A
	Add: To Relearn OAT Sensor (Colorado/Canyon Only) (Phase 2)	0.2		
9102934 *	Engine Control Module and Transmission Control Module Reprogramming with SPS ('17 Chevrolet Silverado HD and '17 GMC Sierra HD only) (Phase 1)	0.7	ZFAT	N/A
9103390 **	Module Programming Not Required (Phase 1-3)	0.2	ZFAT	N/A

* To avoid warranty transaction rejections, the SPS Warranty Claim Code must be entered when submitting this transaction.

** SPS Warranty Claim Code is NOT required when submitting this transaction.

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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.
- Refer to *K20 Engine Control Module: Programming and Setup* or *K20 Engine Control Module: Programming and Setup (LWN)* for additional information on programming.

Note: If the Same Calibration/Software Warning is noted on the SPS Controller screen, do NOT attempt to program the module. No further action is required. Refer to the Warranty section of the bulletin and use labor operation code 9103390, Module Programming Not Required.

Important: It is important that the 2018 model year Chevrolet Silverado HD and GMC Sierra HD vehicles have both the engine control module (ECM) programmed, per this recall, as well as the transmission control module (TCM) programmed, per SUB 17419, **at the same time**. Failure to perform both field actions at the same time on these vehicles may result in complaints of poor drivability.

1. Reprogram the engine control module. Refer to *K20 Engine Control Module: Programming and Setup* or *K20 Engine Control Module: Programming and Setup (LWN)* in SI.
2. Record SPS Warranty Claim Code on job card for warranty transaction submission.
3. CALIFORNIA VEHICLES ONLY: Complete a "Proof of Correction" certificate and provide to the vehicle owner upon recall completion.

Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired 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.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this

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bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

THE FOLLOWING 2 PARAGRAPHS ARE NOT FOR CANADA OR EXPORT

When a California emissions recall is completed by a GM dealer, the dealer must provide the vehicle owner a "Proof of Correction Certificate" which the owner may need to present to the California Department Of Motor Vehicles (DMV) when renewing their vehicle registration. Without this correction certificate, the owner may be unable to renew their vehicle registration.

Additional Certificates can be obtained, at no charge, from the 1Store application in GlobalConnect. Request GM Item Number 1825 when ordering.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

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, Sections 1.4 and 6.1.10, for courtesy transportation program details.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

In order to ensure full protection under the emission warranty, and the right to participate in future recalls, the customer notification letter recommends that customers have their vehicles serviced as soon as possible. It also advises that failure to do so could legally be determined to be lack of proper maintenance. The vehicle may fail a state or local emission inspection test if the recall work is not completed.

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

In order to ensure full protection under the emission warranty, and the right to participate in future recalls, the customer notification letter recommends that customers have their vehicles serviced as soon as possible. It also advises that failure to do so could legally be determined to be lack of proper maintenance. The vehicle may fail a state or local emission inspection test if the recall work is not completed.

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**

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November 2017

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

Dear General Motors Customer:

This notice is sent to inform you that General Motors is conducting a voluntary emission recall that includes your vehicle.

Reason For This Recall: Your 2016 model year Chevrolet Colorado, GMC Canyon; 2017 model year Chevrolet Express, GMC Savana; 2017-2018 model year Chevrolet Colorado, Cruze, Silverado HD, GMC Canyon, Sierra HD or 2018 model year Chevrolet Equinox, GMC Terrain vehicle, equipped with a diesel engine, has an engine control module (ECM) that may not properly detect and diagnose a problem if a circuit fault were to occur in the exhaust particulate matter sensor.

What Will Be Done: Your GM dealer will program the ECM. This service will be performed for you at **no charge**. Eligibility for the ECM reprogramming will not be denied solely due to your vehicle having non-GM parts or repairs performed by outlets other than GM franchised dealers.

How Long Will The Repair Take? Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 20-45 minutes.

What You Should Do: Please contact your GM dealer as soon as possible to arrange a service date. Instructions for making this correction have been sent to your dealer. Please ask your dealer if you wish to know how much time will be needed to schedule, process, and repair your vehicle.

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	

Emission Warranty Information: In order to assure your full protection under the emission warranty provisions, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could legally be determined as lack of proper maintenance of your vehicle. Failure to reprogram the ECM may cause your vehicle to fail a state or local emission inspection or I/M smog check test.

IMPORTANT MESSAGE FOR CALIFORNIA RESIDENTS

The California Air Resources Board (CARB) requires vehicle emission recalls be completed prior to California registration renewal. Uncorrected emission recalls will result in the inability to renew your California vehicle registration.

At the time of emission recall completion, your California dealer will issue a "Proof of Correction Certificate". Keep this certificate and, if required, present it to the Department of Motor Vehicles when renewing your California registration as proof of recall completion.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your continued satisfaction with our products.

Jeffrey Massimilla
Vice President
Global Vehicle Safety and Product Cybersecurity

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4602
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 1, 2017

Subject: 17337 - Emission Recall
Diesel Particulate Matter Sensor Diagnostic Fault

Models: 2016-2018 Chevrolet Colorado
2017-2018 Chevrolet Cruze
2017 Chevrolet Express
2018 Chevrolet Equinox
2017-2018 Chevrolet Silverado HD
2016-2018 GMC Canyon
2017 GMC Savana
2017-2018 GMC Sierra HD
2018 GMC Terrain
Equipped with a 1.6L, 2.8L, or 6.6L diesel engine (RPO LH7, LWN, or L5P)

To: All General Motors Dealers

General Motors is releasing Emission Recall 17337 today. The total number of U.S. vehicles involved is approximately 119,401. Please see the attached bulletin for details.

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Customer Letter Mailing

The customer letter mailing will begin on November 27, 2017.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated November 2, 2017. A list of phase 1 involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS