

Customer Satisfaction Program

18039 Customers Double Charged for Cross Rails



Reference Number: N182148010

Release Date: February 2018

Revision: 00

Attention: This program is in effect until February 29, 2020.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Traverse	2018	2018	PCX	"Hit the Road" Package

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	Certain 2018 model year Chevrolet Traverse vehicles, equipped with the Hit the Road package (RPO PCX) may have a condition in which a double charge was applied for the optional roof rack cross rails at the time of vehicle purchase.
Correction	Provide the customer with a reimbursement check in the amount of \$325.

Parts

No parts are required for this issue.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103634	Customer Reimbursement Check Issued	N/A	ZFAT	*

* Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. The amount identified in Net Item is the \$325 dealer check issued to a customer. Record the check number in the Invoice Number field. Record the VIN on the check. Submit \$20.00 administrative allowance in Net/Admin Allowance.

Service Procedure

Issue the customer a reimbursement check in the amount of \$325. Record the check number in the Invoice Number field and record the VIN on the check.

Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program 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 program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through February 29, 2020. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle 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 bulletin for your use in contacting customers. Program 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 program enters your vehicle inventory, or is in your facility for service through February 29, 2020, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

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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 program 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 program.

Customer Notification

USA - General Motors will notify customers of this program on their vehicle (see copy of 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**

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February 2018

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

Dear General Motors Customer:

We have learned that your 2018 model year Chevrolet Traverse equipped with the Hit the Road package, may have a condition in which a double charge was applied for the optional roof rack cross rails at the time of vehicle purchase.

What We Will Do: Your GM dealer will provide you with a reimbursement check in the amount of \$325. This reimbursement is available to you until February 29, 2020.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to begin the reimbursement process.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Chevrolet Traverse provides you many miles of enjoyable driving.

Terry M. Inch
Executive Director
Global Connected Customer Experience

GM Recall: 18039

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4669
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 08, 2018

Subject: 18039 - Customer Satisfaction Program
Customers Double Charged for Cross Rails

Models: 2018 Chevrolet Traverse Equipped with Hit the Road Package (PCX)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 18039 today. The total number of U.S. vehicles involved is approximately 5. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin the week of February 26, 2018.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated February 9, 2018. A list of involved vehicles is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS