

Customer Satisfaction Program

18189 Misrouted Chassis Harness



Reference Number: N172145310

Release Date: June 2018
Revision: 00

Attention: This program is in effect until June 30, 2020.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Express	2018	2018		
GMC	Savana	2018	2018		

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 Express and GMC Savana vehicles, may have a condition in which the chassis harness is misrouted between the body and the frame. Systems such as the side blind zone alert or park assist system may become inoperable if the wires were to become damaged. If this damage were to occur, the driver would be notified via a Driver Information Center (DIC) message stating "Service Side Detection" or "Service Park Assist".
Correction	Reroute the chassis harness to inside of the frame.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103892	Reroute Chassis Harness ADD: Wire to Wire repair (If Required)	0.3 0.5	ZFAT	N/A

Service Procedure without Backup Alarm Installed

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



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2. Locate the driver side chassis harness at the rear of the vehicle.
3. With a suitable tool, remove the chassis harness push pin retainer from the frame.
4. Inspect the wire harness for any damage. If any of the wires are pinched or damaged, repair the wires. Refer to *Wire to Wire Repair* in SI.



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5. Relocate the harness using the chassis harness push pin retainer to the hole in the frame shown above.
6. Remove support and lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

Service Procedure with Backup Alarm Installed

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



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2. Locate the driver side chassis harness at the rear of the vehicle.
3. With a suitable tool, remove the chassis harness push pin retainer from the frame.

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4. Inspect the wire harness for any damage. If any of the wires are pinched or damaged, repair the wires. Refer to *Wire to Wire Repair* in SI.



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5. Secure the wire harness through the hole in the top of the frame (where the chassis harness push pin retainer was installed) using a tie strap as shown above.
6. Remove support and lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

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/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.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through June 30, 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.

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In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through June 30, 2020, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

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.

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 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**

Customer Satisfaction Program

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June 2018

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

Dear General Motors Customer:

We have learned that your 2018 model year Chevrolet Express or GMC Savana may have a condition in which the chassis harness is misrouted between the body and the frame. Systems such as the side blind zone alert or park assist system may become inoperable if the wires were to become damaged. If this damage were to occur, the driver would be notified via a Driver Information Center (DIC) message stating "service side detection" or "service park assist".

Your satisfaction with your GM vehicle is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will inspect and repair any wire damage as well as reroute the chassis harness. This service will be performed for you at **no charge until June 30, 2020**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair.

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
GMC	1-800-462-8782	1-800-889-2438
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 GM vehicle provides you many miles of enjoyable driving.

Neelie O'Connor
Executive Director
North America Contact Center Operations

18189

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4772
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 6, 2018

Subject: 18189 - Customer Satisfaction Program
Misrouted Chassis Harness

Models: 2018 Chevrolet Express
2018 GMC Savana

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 18189 today. The total number of U.S. vehicles involved is approximately 1355. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on June 22, 2018.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated June 6, 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