

# Customer Satisfaction Program

## 18275 Customer Double Charged for OnStar® (U.S. Only)



Reference Number: N182184760

Release Date: August 2018  
Revision: 00

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

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Colorado	2018	2018	PCP UE1	Custom Special Edition Package Communication System-Vehicle, OnStar®

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.

<b>Condition</b>	Certain 2018 model year Chevrolet Colorado vehicles, equipped with the Custom Special Edition Package (RPO PCP) may have a condition in which a double-charge was applied for OnStar® (RPO UE1) at the time of vehicle purchase.
<b>Correction</b>	Provide the customer with a reimbursement check in the amount of \$175.

### Parts

No parts are required.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104060	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 \$175 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 \$175. 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/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 September 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.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through September 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

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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).

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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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September 2018

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

We have learned that your 2018 model year Chevrolet Colorado vehicle, equipped with the Custom Special Edition Package may have had a double-charge applied for the OnStar® option at the time of vehicle purchase.

**What We Will Do:** Your Chevrolet dealer will provide you with a reimbursement check in the amount of \$175. This reimbursement is available to you **until September 30, 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 Colorado vehicle provides you many miles of enjoyable driving.

Neelie O'Connor  
Executive Director  
North America Contact Center Operations

18275

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4832  
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 29, 2018

Subject: 18275 - Customer Satisfaction Program  
Customer Double Charged for OnStar® (U.S. Only)

Models: 2018 Chevrolet Colorado  
Equipped with Custom Special Edition Package and OnStar® (RPO  
PCP, UE1)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 18275 today. The total number of U.S. vehicles involved is approximately 1,638. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin in mid-September 2018.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated today, August 29, 2018. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS