

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4901
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 08, 2018

Subject: N182191300 - Customer Satisfaction Program
Unwanted Roof-Rail Air Bag Deployments While Off-Roading

Models: 2017 – 2019 Chevrolet Colorado ZR2 equipped with AY0 (Roof Rail Air
Bags)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N182191300 today. The total number of U.S. vehicles involved is approximately 4,685. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in the near future.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated November 8, 2018. A list of 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

Customer Satisfaction Program

N182191300 Unwanted Roof-Rail Air Bag Deployments While Off-Roading



Release Date: November 2018

Revision: 00

Attention: This program is in effect until November 30, 2020

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Colorado	2017	2019	AY0 ZR2	Roof-Rail Air Bags / Trim 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	In 2017 - 2019 model year Chevrolet Colorado ZR2 vehicles, certain types of off-road use can, in rare cases, cause the vehicle's roof-rail air bags and seat belt pretensioners to deploy.
Correction	Dealers will reprogram the sensing and diagnostic module (SDM) with updated software.

Parts

It is estimated that only 1% of involved vehicles will require SDM replacement. If SDM replacement is necessary, use the VIN and the GM Electronic Parts Catalog (EPC) to determine which SDM to order.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103998*	Inflatable Restraint Sensing and Diagnostic Module Reprogramming with SPS	0.3	ZFAT	N/A
	ADD: Air bag Sensing and Diagnostic Module Replacement	0.5		
9104199**	Module Programming Not Required	0.2	ZFAT	N/A

* To avoid warranty transaction rejections, the SPS Warranty Claim Code must be entered when submitting this transaction. Note that if multiple modules are reprogrammed, all claim codes must be entered with a comma separating each code.

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

Service Procedure

Note: Carefully read and follow the instructions below.

- 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 a GM Authorized Programming Support Tool to maintain system voltage. Refer to: <https://www.gmdesolutions.com/> for further information. 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.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

Caution: 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 9104199, Module Programming Not Required.

1. Reprogram the inflatable restraint sensing and diagnostic module. Refer to Inflatable Restraint Sensing and Diagnostic Module: Programming and Setup in SI.

Note: GMNA Regions: When SPS failure message E4489 occurs during programming or calibration, do NOT call TCSC immediately. Record at which point the failure occurred before it displayed the E4489 message. When this occurs, proceed to GDS2. Download the appropriate vehicle configuration and select the Inflatable Restraint Sensing and Diagnostic Module. Under Identification Information, look at parameters: Software Module 1 Identifier and Software

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Module 2 Identifier. If either of these are populated with a value of 1 or more, replace the Inflatable Restraint Sensing and Diagnostic Module. Record these parameter values on the back of the job card.

Non GMNA Regions: When SPS displays a message indicating that programming may fail and the programming event fails at 0%, replace the Inflatable Restraint Sensing and Diagnostic Module. Verify no other DTCs or issues exist with the module prior to replacement. Record all DTCs and relevant information on the back of the job card.

2. Record SPS Warranty Claim Code on job card for warranty transaction submission.

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 November 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 November 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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November 2018

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

Dear General Motors Customer:

We have learned that in your 2017-2019 model year Chevrolet Colorado ZR2 vehicle, certain types of off-road use can, in rare cases, cause the vehicle's roof-rail air bags and seat belt pretensioners to deploy.

Your satisfaction with your Colorado ZR2 is very important to us, so we are announcing a program to reduce the risk of unwanted deployments during off-road driving.

What We Will Do: Your Chevrolet dealer will reprogram the sensing and diagnostic module with an improved calibration to help prevent unwanted roof-rail air bag and seat belt pretensioner deployment. This service will be performed for you at **no charge until November 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. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

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 Colorado ZR2 vehicle provides you many miles of enjoyable driving.

Neelie O'Connor
Executive Director
North America Contact Center Operations

N182191300