

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4911
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 26, 2018

Subject: 18339 Customer Satisfaction Program
Emission Warranty Coverage on EBCM Inadvertently Removed

Models: 2011-2013 Chevrolet Volt

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 18339 today. The total number of U.S. vehicles involved is 6. Please see the attached bulletin for details.

Customer Letter Mailing

Customers will be notified by FedEx mailing before November 30, 2018.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated November 26, 2018. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS

Customer Satisfaction Program

18339 Emission Warranty Coverage on EBCM Inadvertently Removed



Reference Number: N182182770

Release Date: November 2018

Revision: 00

Attention: This program is in effect until November 30, 2019.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Volt	2011	2013		

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	During the period from December 10, 2017 through July 11, 2018, some 2011-2013 model year Chevrolet Volt owners may have been incorrectly denied the 8 years/80,000 miles emissions warranty coverage for the replacement of an Electro-hydraulic Brake Control Module (EBCM). This resulted in these owners being erroneously charged for this repair.
Correction	Owners who paid for the replacement of an EBCM during this period that would have been covered under the 8 years/80,000 miles emissions warranty will be reimbursed for this repair.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104197	Customer Reimbursement Approved	N/A	ZFAT	*
9104216	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**

* Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Record the check number in the Invoice Number field. Record the VIN on the check. Submit \$20.00 administrative allowance in Net/Admin Allowance.

** Submit \$10.00 administrative allowance in Net/Admin Allowance.

Service Procedure

Issue the customer a reimbursement check in the amount that they paid for the replacement of the EBCM. Please include a copy of the original "customer pay" repair order with your documentation. Also, 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 November 30, 2019. 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, 2019, 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).

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by November 30, 2019. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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:

Your satisfaction with your Chevrolet Volt is very important to us, so we are notifying you of a situation that has come to our attention.

From December 10, 2017 through July 11, 2018, some 2011-2013 model year Chevrolet Volt owners may have been incorrectly denied the 8 years/80,000 miles emissions warranty coverage for the replacement of an Electro-hydraulic Brake Control Module (EBCM). This resulted in these owners being erroneously charged for this repair.

What We Will Do: Owners who paid for the replacement of an EBCM during this period will be reimbursed for this repair. This reimbursement opportunity will be available until November 30, 2019.

What You Should Do: Please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your servicing dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by November 30, 2019, unless state law specifies a longer reimbursement period. We recommend that you contact your servicing dealer as soon as possible to arrange for your reimbursement check to be issued.

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 Volt provides you many miles of enjoyable driving.

Neelie O'Connor
Executive Director
North America Contact Center Operations

Enclosure
18339