

GM CUSTOMER CARE AND AFTERSALES  
DCS4902  
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 9, 2018

Subject: N182191300 - Customer Satisfaction Program  
Unwanted Roof-Rail Air Bag Deployments While Off-Roading  
2017–2018 Model Year Vehicles Suspended

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

To: All GM Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and  
Service Director, Parts Manager, New or Used Vehicle Sales  
Manager, and Warranty Administrator

**Effective immediately and, until further notice, stop the reprogramming of all involved 2017–2018 model year vehicles.** This action is necessary due to multiple reports of unsuccessful reprogramming attempts on these vehicles. Any further attempts to reprogram these vehicles may result in a system error message and illumination of the supplemental inflatable restraint (SIR) light.

Until this situation is resolved, the Investigate Vehicle History (IVH) screen will display the status of the suspended vehicles as "Incomplete – Remedy Not Yet Available".

**This temporary suspension of does not affected the involved 2019 model year vehicles and dealers should continue to reprogram them as required.**

Dealers will be notified once the new calibration is available for the 2017–2018 model year vehicles.

END OF MESSAGE  
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