

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5113
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 13, 2019

Subject: N192218430 - Customer Satisfaction Program
Incorrect OnStar Module

Models: 2015-2019 Various Makes and Models
Equipped with Vehicle Communication System OnStar (RPO UE1)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction N192218430 today. The total number of U.S. vehicles involved is approximately 96. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on August 26, 2019.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated August 13, 2019. 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

Customer Satisfaction Program

N192218430 Incorrect OnStar Module



Release Date: August 2019

Revision: 00

Attention: This program is in effect until August 31, 2021.

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Enclave	2018	2019	UE1	Communication System-Vehicle, OnStar
	Encore	2017	2019		
	Envision	2017	2017		
	Regal	2017	2017		
Cadillac	CT6	2017	2017		
	Escalade	2017	2017		
	XT5	2018	2019		
	XTS	2015	2015		
	XTS	2017	2017		
Chevrolet	Bolt EV	2019	2019		
	Colorado	2017	2018		
	Corvette	2019	2019		
	Cruze	2017	2018		
	Equinox	2018	2018		
	Malibu	2017	2018		
	Silverado LD	2017	2017		
	SS	2017	2017		
	Tahoe	2017	2017		
	Traverse	2018	2019		
	Volt	2018	2018		
GMC	Acadia	2017	2019		
	Canyon	2018	2018		
	Sierra LD	2016	2016		
	Yukon XL	2016	2016		

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 service, certain 2015-2019 model year various make and model vehicles equipped with OnStar (RPO UE1), may have received an incorrect and partially programmed/configured replacement OnStar module. This condition will disable certain OnStar features, including Remote Access (remote start, door lock/unlock, etc.), Connected Access (vehicle diagnostics, dealer maintenance notification, etc.), and Unlimited Access (Turn-by-Turn Navigation). The OnStar Safety & Security Plan (Automatic Crash Response and Stolen Vehicle Assistance) is functional.
Correction	Dealers are to replace the OnStar module, program, confirm and register the new module correctly by pushing the blue button for confirmation with an OnStar advisor.

Parts

Quantity	Part Name	Part No.
1	Communication Interface Module	84024907
1	Communication Interface Module	84112849
1	Communication Interface Module	84128418
1	Communication Interface Module	84156558
1	Communication Interface Module	84221924
1	Communication Interface Module	84298328

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Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which Communication Interface Module to order.

The parts required for this program are on restriction and need to be obtained from an Electronic Service Center (ESC). Please refer to your “involved vehicles listing” before ordering parts. These parts will be on Order Writing control and all orders placed through GMCCA will cancel.

Important: Dealers should NOT contact SPAC for issues related to ESC parts.

If the dealer has a potential buyback due to a backordered part, the dealer MUST inform both the Electronic Service Center (ESC) where they placed the order, and the District Manager Aftersales (DMA). The District Manager Aftersales (DMA) should contact the appropriate supplier representative in the Electronic Service Center Dept. at GMCCA to initiate the escalation process.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104589	Communication Interface Module Replacement (Includes reprogramming and setup) Acadia (R/V Body) Add: Power Liftgate Acadia/Enclave (N Body) Traverse XT5 Bolt Colorado/Canyon SS Corvette Cruze CT6 Encore Envision Equinox Malibu Regal Sierra/Silverado Tahoe/Suburban/Yukon Escalade Volt XTS	- - 1.0 0.2 0.6 0.4 2.4 0.7 1.1 0.8 0.8 0.6 0.9 1.2 1.0 0.6 0.4 0.7 0.5 0.6 0.9 0.5 0.9	ZFAT	N/A
9104590	Customer Reimbursement Approved - For USA and Canada dealers only	- N/A	ZFAT	*
9104591	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**

Note: To avoid having to “H” route the customer reimbursement transaction for wholesale approval, it must be submitted prior to the repair transaction.

* For USA and Canada: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

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

Service Procedure

Replace the Communication Interface Module. Refer to *Communication Interface Module Replacement* in SI.

- Press the Blue OnStar button after module programming and configuration is complete and place a call to OnStar to verify that the new module is working properly. You may need a clear line of sight to the sky if you are unable to connect to OnStar in the shop. It is not necessary to complete this step a second time if you have already done it once following SI for the vehicle you are programming.

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

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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 August 31, 2021. 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 August 31, 2021, 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).

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 August 31, 2020. 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**

August 2019

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This notice applies to your vehicle, VIN: _____

Dear General Motors Customer:

We have learned that your 2015-2019 model year various make and model vehicle equipped with OnStar, may have received an incorrect and partially programmed/configured replacement OnStar module. This condition will disable certain OnStar features, including Remote Access (remote start, door lock/unlock, etc.), Connected Access (vehicle diagnostics, dealer maintenance notification, etc.), and Unlimited Access (Turn-by-Turn Navigation). The OnStar Safety & Security Plan (Automatic Crash Response and Stolen Vehicle Assistance) is functional.

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 replace the OnStar module, program, confirm and register the new module correctly by pushing the blue button for confirmation with an OnStar advisor. This service will be performed for you at **no charge until August 31, 2021**. 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.

Reimbursement: Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your 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 August 31, 2020, unless state law specifies a longer reimbursement period.

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)
Buick	1-800-521-7300	1-800-832-8425
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-462-8583
Puerto Rico – English	1-800-496-9994	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We truly appreciate you taking the time to update your vehicle as we know your time is valuable. 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

Enclosure
N192218430