

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4928
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 2, 2019

Subject: A182195730 - Service Update
Incorrect OnStar Button Icon

Models: 2019 Chevrolet Spark Equipped with OnStar (UE1)

To: All General Motors Dealers

General Motors is releasing Service Update A182195730 today. The total number of U.S. vehicles involved is approximately 9,115. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated January 03, 2019. 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

Service Update

A182195730 Incorrect OnStar Button Icon



Release Date: January 2019

Revision: 00

Attention: This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Spark	2019	2019	UE1	OnStar Equipped

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	The overhead console OnStar Voice command button displays the incorrect icon.
Correction	Dealers will replace the OnStar Communication Control Call switch with a new switch containing the correct graphic on the button.

Parts

Quantity	Part Name	Part No.
1	Switch – Communication Control Call	13440111

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104249	Install Communication Control Call Switch	0.2	ZFAT	N/A

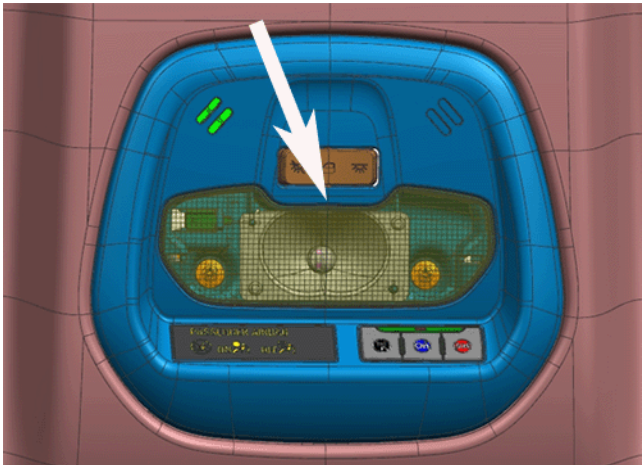
Service Procedure



With Sunroof

Service Update

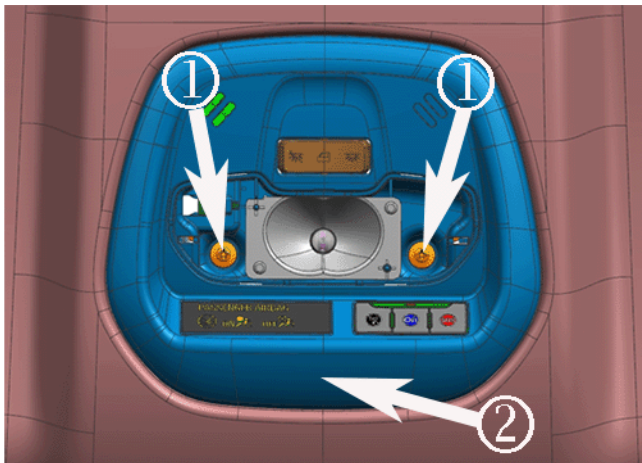
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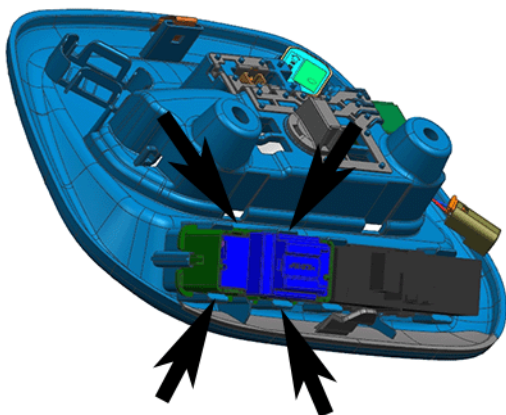
Without Sunroof

1. Remove the center reading and courtesy lamp lens using an appropriate trim removal tool.



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2. Remove the two fasteners (1). Apply pressure to the front of the assembly to release it from the headliner (2).
3. Lower the center reading and courtesy lamp assembly and disconnect the electrical connectors.



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4. Use slight pressure to release the communication control call switch retaining tabs and remove the switch.
5. Install the new communication control call switch. Ensure the mounting tabs are fully engaged.

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6. Raise the center reading and courtesy lamp assembly into position and reconnect the electrical connectors. Seat the assembly into the headliner.
7. Install the two fasteners. Tighten to 2 Nm (18 lb in).
8. Reinstall the center reading and courtesy lamp lens.

Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin 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.

