

# Customer Satisfaction Program

## N212355910 Turn Signals Remain On After Passive Door Locking



Release Date: February 2022

Revision: 00

**Attention:** This program is in effect until March 31, 2024.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 1500 LTD	2022	2022		
Chevrolet	Silverado 2500/3500 HD				
GMC	Sierra 1500 Limited				
GMC	Sierra 2500/3500 HD				

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.

<b>Condition</b>	Certain 2022 model year Chevrolet Silverado and GMC Sierra vehicles may have a condition where if the driver enables the passive door lock feature and a passive door locking event occurs after occupant(s) exit the vehicle with the key fob, the front and rear turn signals may turn on and remain lit. Both turn signal/hazard indicators on the instrument cluster may also turn on and temporarily remain lit. The resulting battery drain may cause a discharged or dead battery.
<b>Correction</b>	Dealers are to reprogram the body control module.

### Parts

No parts are required for this repair.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106048*	Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration	0.2	ZFAT	N/A
9106049*	K9 Body Control Module Programming with SPS	0.5		

### Warranty Claim Code Information Retrieval

If the Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS2 system as follows:

1. Open TLC on the computer used to program the vehicle.
2. Select and start SPS2.
3. Select Settings.
4. Select the Warranty Claim Code tab.

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

### Service Procedure

**Caution:** Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

**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. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to [www.gmdesolutions.com](http://www.gmdesolutions.com) for further information. If not available, connect a fully charged 12V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Follow the on-screen prompts regarding ignition power mode, but ensure that anything that drains excessive power (exterior lights, HVAC blower motor, etc) is off.

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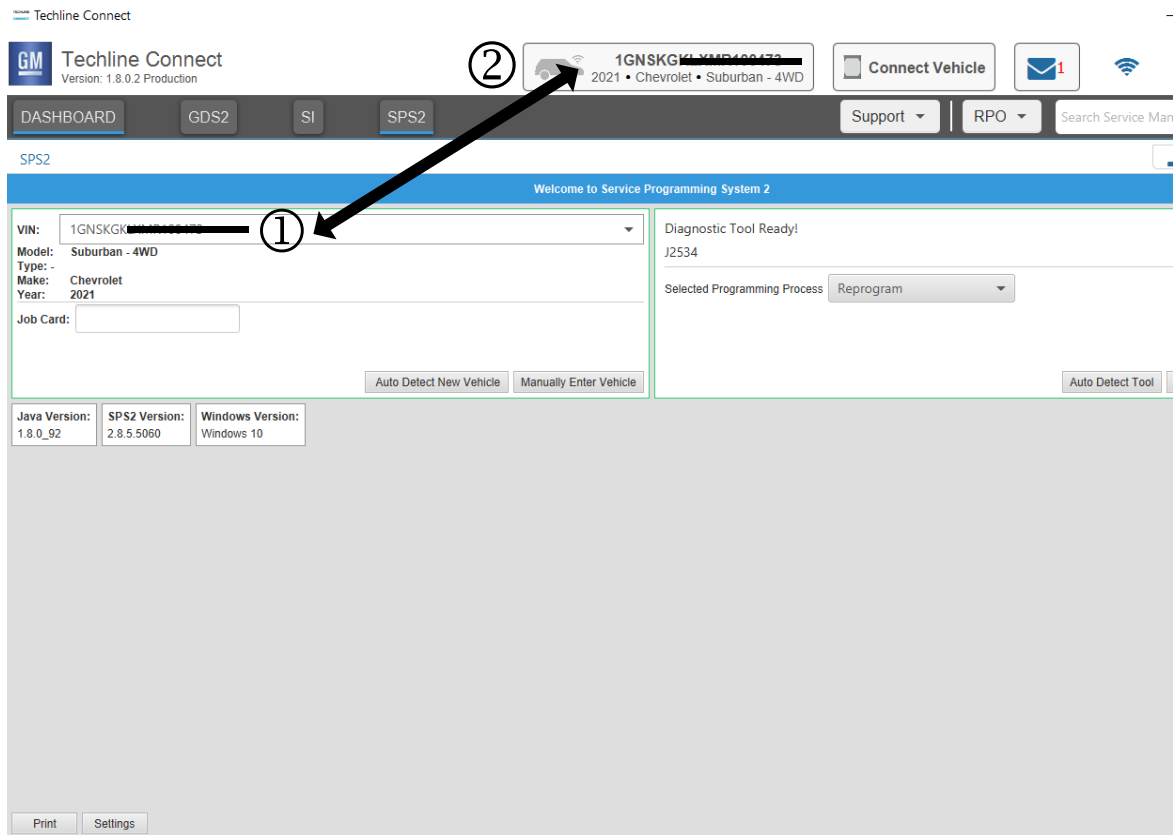


- Please verify that the radio time and date are set correctly before inserting USB drive into vehicle for programming, otherwise an error will result. (Use when applicable).
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

**Important:** The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.

- For the TLC application, service technicians need to always ensure that the power mode (ignition) is “ON” before reading the VIN from the vehicle’s VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in the TLC top center window after correctly reading the VIN from the vehicle does not match the VIN plate of the vehicle, manually type in the VIN characters from the vehicle VIN plate into the TLC top center window and use these for programming or reprogramming the subject module with the correct vehicle VIN and software and/or calibrations.
- The Engine Control Module (ECM) is the master module (for VIP vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the ECM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle’s VIN plate.
- The Body Control Module (BCM) is the master module (for GEM vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the BCM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle’s VIN plate.

**Caution:** Be sure the VIN selected in the drop down menu (1) is the same as the vehicle connected (2) before beginning programming.



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**Important:** If the vehicle VIN DOES NOT match, the message below will be shown

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Warning

**WARNING:** You have selected a VIN different from the VIN read from the vehicle. Proceeding could lead to damaging the vehicle and/or safety concerns. Do you wish to proceed?

Yes Cancel

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Techline Connect

GM Techline Connect  
Version: 1.6.0 Validation

MDI 2 SN# 5877000  
Click to disconnect

DASHBOARD GDS2 SI **SPS2** Support RPO Search Service Manuals

SPS2

Programming			Description	
Controller	ID	Current #		
K17	1	84820771		
K17	2	84820790		
K17	3	84820797	84820797	
K17	4	84820801	84820801	
K17	5	84820808	84820808	
K17	6	84820819	84820819	
K17	7	84820825	84820825	

M4521: You are attempting to reprogram with the same calibration.  
Select OK to continue, Cancel to Stop!

OK Cancel

VIN: [redacted]

Print Save to PDF ECU Data Back Start Programming Cancel

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**Important:** Techline Connect screens shown above.

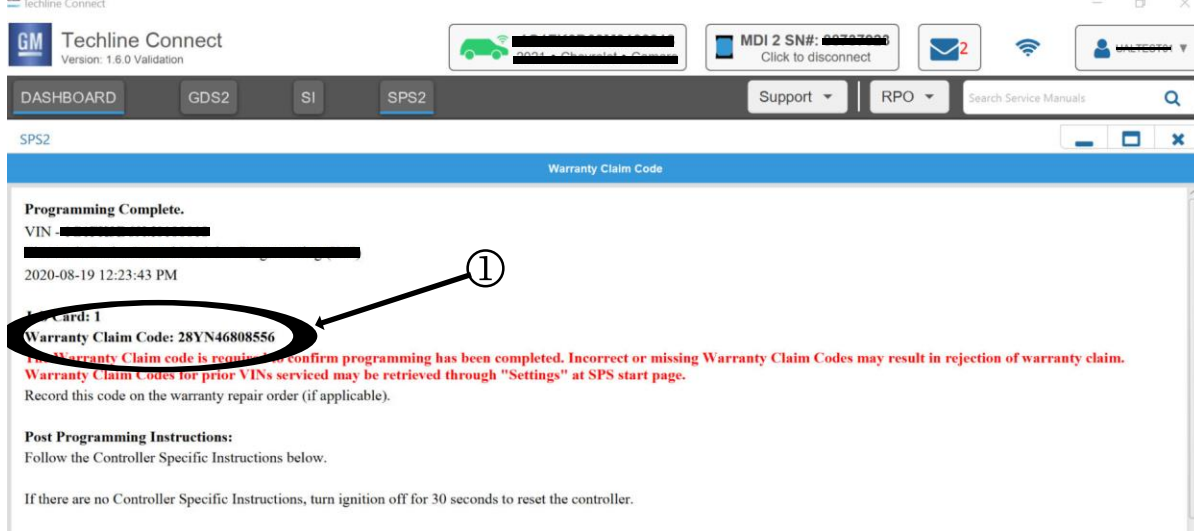
**Important:** If the same calibration/software warning is noted on the TLC Summary screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

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1. Reprogram the Body Control Module. Refer to *K9 Body Control Module: Programming and Setup* in SI.



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**Note:** The screenshot above are an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

**Important:** To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the screen.

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/repaired 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 March 31, 2024. 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 March 31, 2024, 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 has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this field action. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this field action may be a violation of law in several states.

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### **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 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).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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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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March 2022

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

We have learned that your 2022 model year Chevrolet Silverado or GMC Sierra may have a condition where if the driver enables the passive door lock feature and a passive door locking event occurs after occupant(s) exit the vehicle with the key fob, the front and rear turn signals may turn on and remain lit. Both turn signal/hazard indicators on the instrument cluster may also turn on and temporarily remain lit. The resulting battery drain may cause a discharged or dead battery.

Your satisfaction with your Silverado or Sierra 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 reprogram the body control module. This service will be performed for you at **no charge until March 31, 2024**. 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.

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	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Puerto Rico – English	1-800-496-9992	
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  
Global Executive Director  
Customer Experience Operations

N212355910

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6054  
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 17, 2022

Subject: N212355910 - Customer Satisfaction Program  
Turn Signals Remain On After Passive Door Locking

Models: 2022 Chevrolet Silverado 1500 LTD  
2022 Chevrolet Silverado 2500/3500 HD  
2022 GMC Sierra 1500 Limited  
2022 GMC Sierra 2500/3500 HD

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N212355910 today. The total number of U.S. vehicles involved is approximately 6,308. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin in March 2022.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated February 17, 2022. 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