GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6164
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 19, 2022

Subject: REVISION: N212350630-01 - Service Update
           Overhead Console Sets DTC Incorrectly
           Revised Warranty Information

Models: 2022 Buick Envision

To: All General Motors Dealers

This bulletin is being revised to update the Warranty Information table. Please discard all previous copies of N212350630.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS

Service Update
N212350630 Overhead Console Sets DTC Incorrectly

Release Date: May 2022   **Revision:** 01

Revision Description: This bulletin is being revised to update the Warranty Information table. Please discard all previous copies of N212350630.

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 From	Model Year To	RPO	Description
Buick	Envision	2022	2022		

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	Certain 2022 model year Buick Envision vehicles may have a condition during an Autostart where the overhead console may incorrectly cause a 'Service Safety Restraint System' message in the Driver Instrument Cluster and sound a chime.
Correction	Dealers are to replace the roof console and if necessary reprogram the body control module (BCM).

Parts

Important: The part numbers displayed in the EPC are future released part numbers. Due to an issue with the EPC, we are unable to display the currently released part number. Please use the cross-reference table below when looking up the part number using the VIN. These parts are RPO dependent based on vehicle build.

Quantity	Part Name	Part No. To Be Ordered	Part No. Displayed in EPC
1	Roof Console	84951623	85115631
1	Roof Console	84951627	85115615
1	Roof Console	84951633	85115591
1	Roof Console	84951634	85115606

Note: Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which roof console to order.

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
9106043	Inspect Roof Console Part Number, Verify Lamp Function	0.2	ZFAT	N/A
9106081*	Inspect, Replace Roof Console and Reprogram BCM	0.7		

Important: * To avoid warranty transaction rejections, carefully read and follow the instructions below:

- The Warranty Claim Code must be accurately entered in the "Warranty Claim Code" field of the transaction.

- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "Warranty Claim Code field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS2.

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

Note: The replacement service part may have the same part number as the removed component. The internal programming has been revised to correct the condition. Ensure the removed part has the part number defaced with a paint pen and discarded as soon as it is removed from the vehicle.

1.   Remove the roof console. Refer to *Roof Console Replacement* in SI. Do not disconnect the electrical connector at this time.
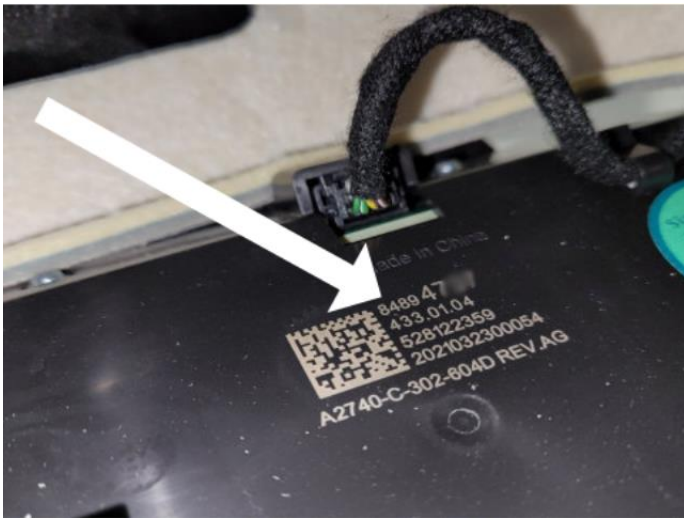
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2.   Locate the part number on the roof console. Compare the part number with the table below.

Do not replace	Replace
84894745	84951633
84894746	84951634
84894739	84951627
84894735	84951623

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- **If the part number is in the Do Not Replace Column**, reinstall the existing roof console. Refer to *Roof Console Replacement* in SI. No part replacement or programming is required.
  - **If the part number is in the Replace Column**, proceed to step #3.
3.   Replace the roof console. Refer to *Roof Console Replacement* in SI.
4.   Verify the function of the roof console front reading lamps as follows:
- Close all the vehicle doors and allow the courtesy lamps to go off (approximately 20 seconds).

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- Press the RH reading lamp button.
- Confirm the reading lamp illuminates.

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 for further information. If not available, connect a fully charged 12 V 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.

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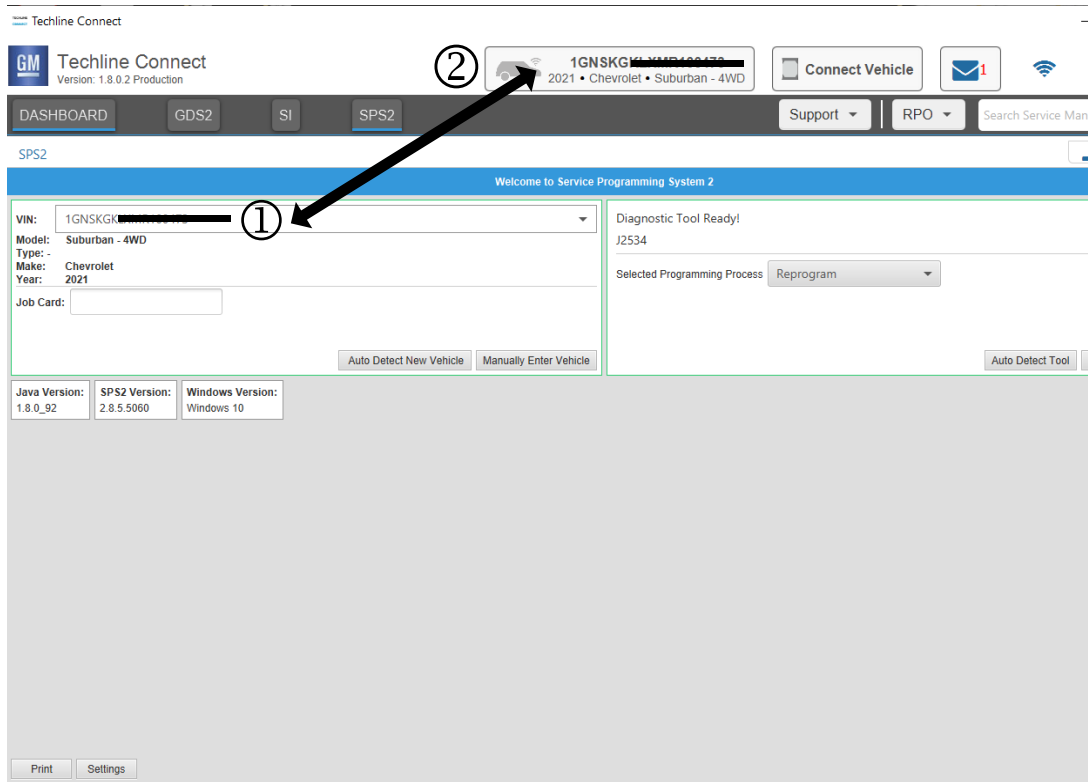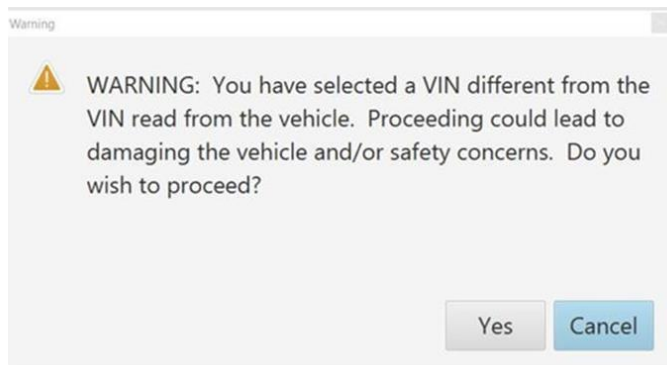
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Important: If the vehicle VIN DOES NOT match, the message below will be shown.

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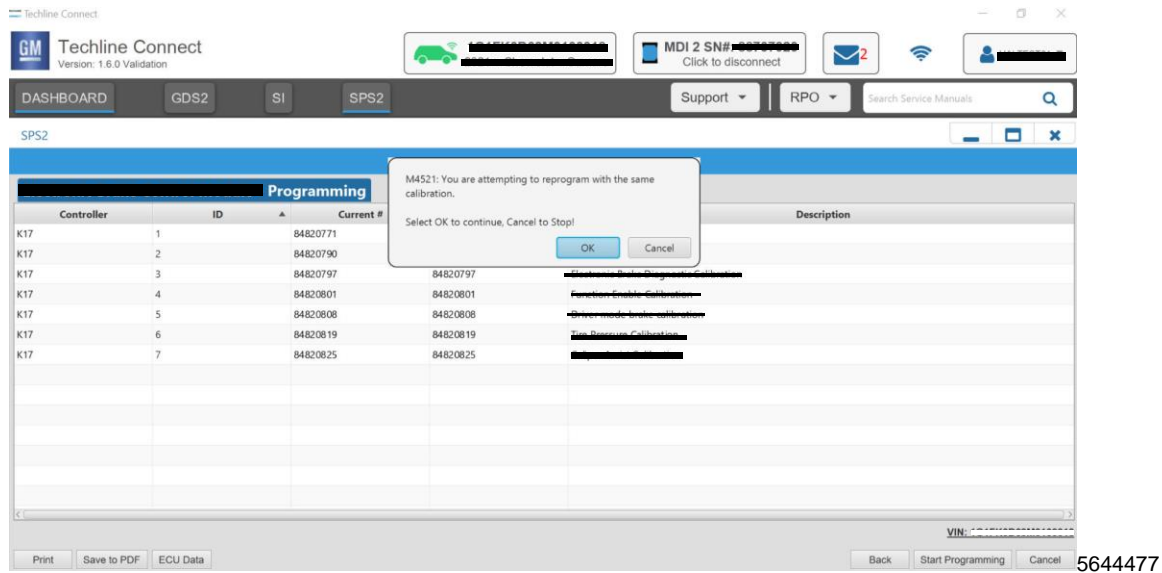
Important: Techline Connect screens shown above.

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.

5. Reprogram the body control module. Refer to *K9 Body Control Module: Programming and Setup* in SI.
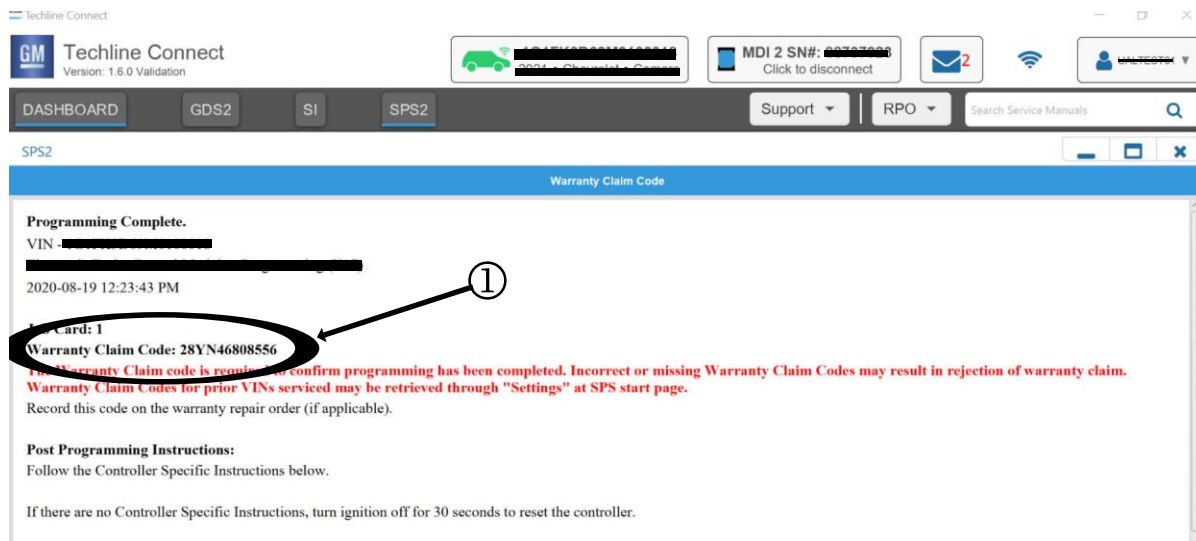
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Note: The screenshot above is an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

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.

6. Record SPS Warranty Claim Code on job card for warranty transaction submission.

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 <u>must</u> be held and inspected/repaired per the service procedure of this bulletin <u>before</u> 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.

Dealer Reports

The Inventory tab of the Open Vehicle Report will contain Service Update Bulletin 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 not contain Service Update Bulletin VIN data because the intent of a Service Update Bulletin is to not inconvenience a customer with a special trip for service. Service Update Bulletins are to be completed when the customer is in for a regularly scheduled visit.

GM bulletins are intended for use by professional technicians, NOT a "<u>do-it-yourselfer</u>". 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, <u>DO NOT</u> 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**

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