

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6489  
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 16, 2023

Subject: N222385500 - Customer Satisfaction Program  
Key Fob Retrofit – With RPO BTV and TC2

Models: 2023 Buick Envision

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N222385500 today. The total number of U.S. vehicles involved is 6,683. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin late March 2023.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated March 16, 2023. A list of vehicles in dealer inventory is attached to this message.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

# Customer Satisfaction Program

N222385500 Key Fob Retrofit – With RPO BTV and TC2



Release Date: March 2023

Revision: 00

**Attention:** Please note: 1 key fob and 2 cut keys were provided to customer at the time of purchase. This program is in effect until April 30, 2026.

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Envision	2023	2023	BTV and TC2 and R6I	Remote Start – Vehicle and Body Equipment – Lift Gate, Power, Hands Free and CREDIT-NOT EQUIPPED W/ SECOND KEY FOB; INCLUDES LATER RETROFIT

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>	Due to the industry-wide part shortage, certain 2023 model year Buick Envision vehicles were manufactured and shipped without a second key fob. The affected vehicle owners should have been made aware of the condition at sale, and notified that once parts are available, they would be eligible for a no additional cost retrofit to enable the feature.
<b>Correction</b>	Dealers are to program and provide a second key fob to the customer.

## Parts

Quantity	Part Name	Part No.
1	Transmitter	13547571

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special 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
9106634*	Program New Transmitter through SPS	0.3	ZFAT	N/A

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

Labour Time [\[Top\]](#)

Labour Operation Code:

Additional labour op code information:

SPS Warranty Claim Code:

6125814

- The Warranty Claim Code from the programming event 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

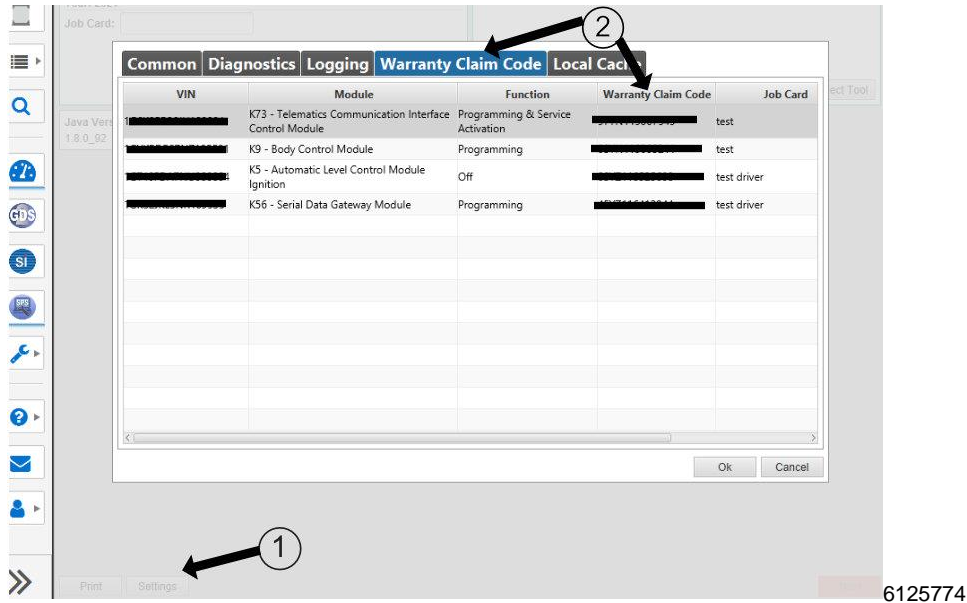
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“Warranty Claim Code” field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS2.

### 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 (1).
4. Select the Warranty Claim Code tab (2).

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:** 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.
- 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.

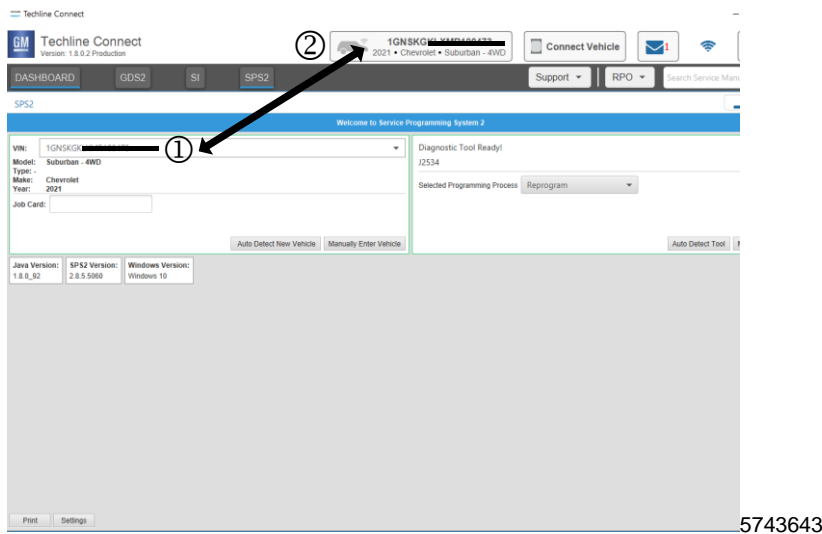
# Customer Satisfaction Program

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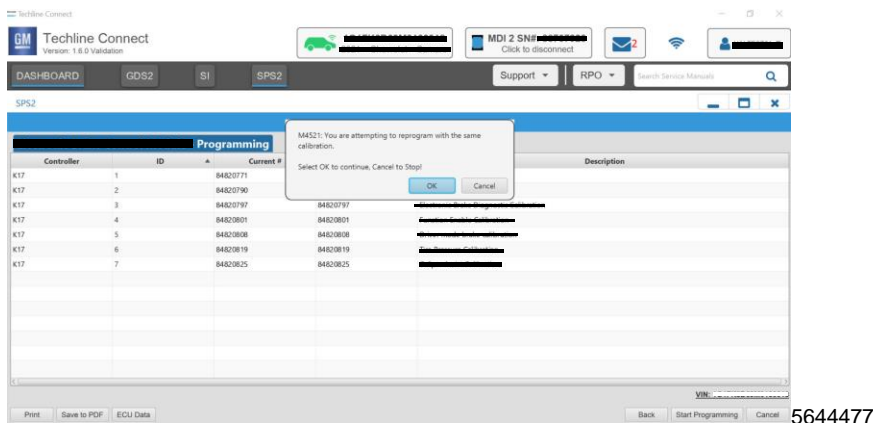
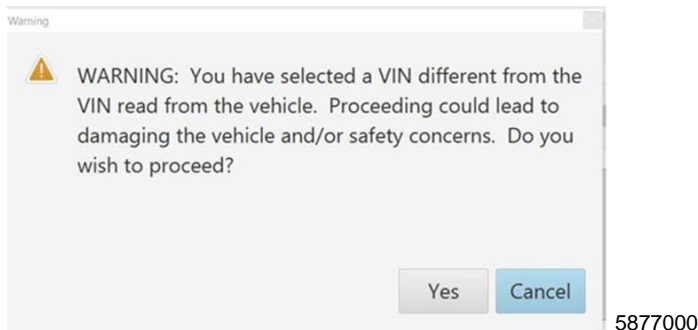


- If the VIN that shows up in the TLC top center window after correctly reading the VIN from the vehicle does not match the VIN plate of the vehicle, manually type in the VIN characters from the vehicle VIN plate into the TLC top center window and use these for programming or reprogramming the subject 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.



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



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

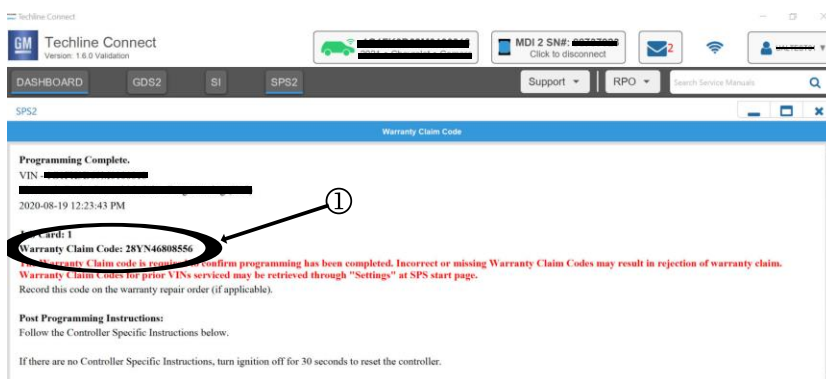
**Important:** If the same calibration/software warning is noted on the TLC Summary screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer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

**Note:**

- To prevent errors or immobilizer learn failure, the vehicle must be in Park (for automatic transmission) or Neutral with park brake applied (for manual transmission).
  - This procedure may be used with or without existing learned transmitters being present.
  - This procedure will take more than 15 minutes to complete.
  - A total of eight transmitters can be learned to a single vehicle.
  - This procedure will only learn the vehicle transmitter information. This procedure will not learn any immobilizer information between the body control module (BCM) and engine control module (ECM).
  - If the battery voltage is low, charge the battery before continuing with the procedure.
1. Connect a scan tool to the vehicle and access SPS.
  2. Ensure that all power consuming devices are turned OFF on the vehicle.
  3. Select the SPS application and follow the on-screen instructions.
  4. Select Reprogram ECU.
  5. Select IMMO Immobilizer Learn - Setup.
  6. Select the Program Transponder or Remote Key (Add) function.

**Note:**

- At multiple times during the learn procedure, SPS will instruct you to turn the ignition to the run position. Make sure the vehicle is in the run mode before continuing on the SPS terminal. If the igniting is not in the run mode, the learn procedure will fail. To verify the vehicle is in Run mode, verify the green LED is illuminated on the ignition mode switch.
  - For the transmitter pocket location refer to the Remote Keyless Entry (RKE) System Operation document in the owner manual.
7. Follow the on-screen instructions.
  8. After programming all transmitters, Programming Complete, is displayed.



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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.

9. Record SPS Warranty Claim Code on job card for warranty transaction submission.
10. Press and hold the ignition mode switch for 15 seconds.

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11. Press the lock and unlock button on each transmitter that was programmed. This will awaken each transmitter and allow passive and active keyless entry functions to be established.
12. With a scan tool, clear any DTCs.
13. Verify each transmitter that was programmed is operating properly. Operate each of the keyless entry functions using the buttons on the transmitter and then start the vehicle. When verifying operation, make sure that no other transmitters are near the vehicle.

### 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 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 April 30, 2026. 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 April 30, 2026, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

### Dealer Reports – For USA & Export

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.

### 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.

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**

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March 2023

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

Dear General Motors Customer:

Our records indicate that, at the time you purchased or leased your GM vehicle, the vehicle was not equipped with a second key fob due to an industry-wide parts shortage.

We are pleased to inform you that you are now able to schedule an appointment with your GM dealer so they can provide a second key fob to you. At the time you took delivery of your vehicle, you were provided one key fob and an additional cut key. Please ensure you bring your cut key with you on your scheduled appointment date so it can be inserted into the second key fob.

**What We Will Do:** Your GM dealer will provide a programmed second key fob to you. This service will be performed for you at **no charge until April 30, 2026**. After that, any applicable warranty will apply.

**What You Should Do:** We recommend that you contact your GM dealer as soon as possible to schedule an appointment for this retrofit. By scheduling an appointment, your dealer can order the necessary parts to be available on your scheduled appointment date.

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.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

Division	Number	Text Telephones (TTY)
Buick	1-800-521-7300	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

We truly appreciate you taking the time to retrofit 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 with many miles of enjoyable driving.

Neelie O'Connor  
Global Executive Director  
Customer Experience Operations

N222385500