



# Service Bulletin

Bulletin No.: 22-NA-038

Date: April, 2024

## WARRANTY ADMINISTRATION

**Subject: Warranty Administration – Customer Concern Not Duplicated (CCND) Labor Operation Numbers**

Brand:	Model:	Model Year:		VIN Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Buick Cadillac Chevrolet  GMC	GM Passenger Cars and Trucks (Except Chevrolet Low Cab Forward Medium Duty Models)	2022	2025	—	—	—	—

**For 2021 Model Year and Prior GM Passenger Cars and Trucks (Except Chevrolet Low Cab Forward Medium Duty Models), refer to the latest version of Corporate Bulletin Number 06-00-89-026.**

**Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.**

<b>Involved Region or Country</b>	North America, Argentina, Brazil, Bolivia, Chile, Colombia, Ecuador, Paraguay, Peru, Uruguay, Venezuela, Europe, Uzbekistan, Middle East, Iraq, Israel, Palestine, Japan, Cadillac Korea (South Korea), GM Korea Company, China, Taiwan, Philippines, Australia/New Zealand, Egypt, Other Africa
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### Information

Below is the list of the labor operations and descriptions for "Customer Concern Not Duplicated/Verified" (CCND) conditions, guidelines, and examples of Proper and Improper usages.

These CCND Labor Codes are utilized by GM to understand emerging issues through the voice of the customer.

For complete policies involving the use of CCND labor operations, please refer to the GM Service Policies & Procedures Manual.

These CCND Labor Codes have been streamlined and all can be found in the Labor Time Guide<General Information<CCND Labor Ops.

Groups	Customer Concern Not Duplicated Labor Operations Numbers	Description	Example of Proper Usage Note: If applicable record DTC code # in the verbatims	Example of Improper Usage Note: If repairs are performed, utilize the applicable Causal Part replacement/repair Labor Op
Exterior/Body Systems	0540059	Exterior Lighting - Customer Concern Not Duplicated (CCND)	Customer states fog lights burnt out. Check and verified operation using fog lamp switch. Followed SI procedures and was unable to duplicate.  Possibly Affected Systems: Turn Signal, Headlamp, Tail Lights, blinkers	Customer states water found in Left Rear Tail light. Replaced the LR tail light.
	0540109	Fascias and Trim - Assist Step/Exterior Trim/Emblems – Customer Concern Not Duplicated (CCND)	Customer states that the Passenger side Assist Step isn't working. Unable to Duplicate concern, Passenger Assist step is working as designed- No faults found	Customer states the front grille emblem does not lay flat. Found emblem not seated correctly. Replaced Front Emblem.
	0540159	Front and Rear Closures -Hood/Liftgate/Decklid - Customer Concern Not Duplicated (CCND)	Customer states noise/rattle from liftgate. Followed SI procedures, inspected guide pins, and was unable to duplicate.  Customer states there is a rubbing noise in the convertible top. Unable to duplicate customer concern. Per TAC case a little noise from top is normal due to folding top panels.  Possibly Affected Systems: Mechanical Liftgate/Tailgate, closure	Customer indicates a noise/rattle from side door glass while closing door. Followed SI procedures and was unable to duplicate.
	0540209	Side Closures - Door/Seals/ Movable Glass/Mirrors – Customer Concern Not Duplicated (CCND)	Customer indicates a noise/ rattle from passenger rear door over 50 mph. Followed SI procedures, test drove with customer in rear seat and was unable to duplicate concern.  Customer states there is a squeaking noise from the passenger compartment when the rear window is rolled down. Inspected and lubricated window run channels retest and verified OK.  Possibly Affected Systems: Mechanical Door Lock, Mirror, Windows	Customer states the Driver side blind spot signal is not working and has a warning message on the dash. Inspect and found mirror faulty. Replaced the mirror and verified proper operation.
	0540259	Air/Wind Noise - Customer Concern Not Duplicated (CCND)	Customer states there seems to be an air noise from the passenger windshield area. Test Drove vehicle but unable to duplicate customer concern.	Customer states there is a squeak from the left side A-Pillar area while driving. Road tested and unable to reproduce any noise.

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Exterior/Body Systems	0540309	Waterleaks - Customer Concern Not Duplicated (CCND)	Customer stated water was leaking from the sunroof area. Followed SI diagnostics for waterleaks and was unable to duplicate the customer concern.	Customer states there is a screw in the cup holder that fell out causing the sunroof to leak. Please Check and Advise. Found sunroof sunk in. Replaced sunroof screw and added loctite.
	0540359	Wipers- Customer Concern Not Duplicated (CCND)	Customer states that wipers are streaking. The technician cleaned the windshield and wiper blades. After cycling the wipers was unable to find any issues.  Customer states the wiper blade is chattering. Tested and didn't find any issues.	Customer states the wiper blade is chattering and replaced the wiper blades.
Interior Systems	0540409	Interior Garnish Customer Concern Not Duplicated (CCND)	Customer states the drivers sill plate panel is out of place. Inspected and compared to like vehicle. No fault found.  Customer states there is noise (squeak/rattle) from the passenger B-Pillar molding. Inspected and followed SI procedures. Unable to duplicate concern. Possibly Affected Systems: Carpet, Door Trim, Seats, Mechanical Liftgate	Customer states the drivers door rattles while driving. Could not duplicate, test drove vehicle over multiple surfaces, no abnormal noises heard at this time.
	0540459	Interior Overhead Systems Customer Concern Not Duplicated (CCND)	Customer states there is a rubbing/rattling noise from the headliner. Noise, Squeak/Rattle not duplicated  Customer states the overhead switches in the headliner aren't working. Performed related system verification procedure in SI with no fault found and unable to duplicate customer concern. Possibly Affected System: Sunroof, Door Trim, Seats	Customer states the headliner in bubbling from the overhead console. Replaced the Headliner.
	0540509	Interior Door Trim Panel Customer Concern Not Duplicated (CCND)	Customer states there is a rattle coming from the driver side front interior door panel. Check and Advise. Could not duplicate customer concern at this time.  Customer states LR inner door panel is coming off. Inspected and LR door panel found shifted and not seated properly. Re-seated LR door panel and verified proper operation.	Customer states there is a rattle in the passenger door while driving. Unable to duplicate. Verified window operating properly at this time. Cleaned and lubricated window track to make sure window had no resistance.

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Interior Systems	0540559	Carpet, Cargo and Acoustics Customer Concern Not Duplicated (CCND)	<p>Customer states there is a chafing noise from under the floor carpet. Inspected and compared to like vehicle. No fault found.</p> <p>Customer states the carpet feels like it is not secured in the passenger rear. Inspected and unable to duplicate concern.</p>	<p>Customer states there is a buzzing sound coming from the right side cargo panel. Test drove and verified proper operation. Unable to duplicate concern.</p>
	0540609	Floor Console Customer Concern Not Duplicated (CCND)	<p>Customer states the Armrest seems to be misaligned. Inspected and compared to like vehicle. No fault found.</p> <p>Customer states there is a rattle from the Center Console. Test drove and unable to duplicate an abnormal noise. No Fault Found.</p> <p>Possibly Affected System: Seats, Carpet, Door Trim</p>	<p>Customer states the center console USB Port is not working. Check &amp; Advise. Unable to duplicate concern, tried multiple times and USB CarPlay works. Tried known good USB cable and verified USB is working. Advise Customer that files in USB might not be compatible. Customer Concern Not Duplicated.</p>
	0540659	Seat Customer Concern Not Duplicated (CCND)	<p>Customer states the seat upholstery doesn't fit/feel right. Inspected and compared to like vehicle. No fault found.</p> <p>Customer states the lumbar adjustment motors are inoperable. Performed related system verification procedure in SI with no trouble found and unable to duplicate customer concern.</p> <p>Customer states the seat heat or ventilation/cooling doesn't work properly. Performed related system verification procedure in SI with no trouble found and unable to duplicate customer concern. No faults found. Inspected and compared to like vehicle which had same/similar performance.</p>	<p>Customer states There is a Noise under the passenger seat. Test drove the vehicle and unable to hear any abnormal noise from vehicle. Unable to duplicate the customer's concern.</p>
	0540809	Instrument Panel Customer Concern Not Duplicated (CCND)	<p>Customer states the top of instrument panel doesn't seem to fit right. Inspected and compared to like vehicle. No fault found.</p> <p>Customer states there is a noise in the dash panel. Performed related system verification procedure in SI with no trouble found and unable to duplicate customer concern.</p> <p>Possibly Affected System: Seats, Door Trim, HVAC</p>	<p>Customer states an intermittent service message displays in the Instrument Cluster. Inspected and found no messages displayed in the DIC/Instrument Cluster. Verified proper system operation.</p> <p><b>Note:</b> Instrument Panel Cluster (IPC) is not part of the Instrument Panel.</p>

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Infotainment, Telematics, & OnStar Systems	0540709	Heads-Up-Display (HUD) - Customer Concern Not Duplicated (CCND)	Customer states that they can't see the heads-up-display. Inspected and followed SI procedures. Verified the HUD is operating as designed. Customer States the Heads Up Display Randomly stops showing speed limits. Test drove verified vehicle and speed limit sign on HUD displayed correctly. Checked all Hud setting. No DTC's set.	Customer states the Instrument Cluster goes blank. Scanned and found no codes for cluster and could not get to act up at this time. No TSBs found and unable to duplicate at this time.
	0540759	Instrument Panel Cluster (IPC) - Customer Concern Not Duplicated (CCND)	Customer states the gages don't seem to be bright enough. Inspected and followed SI procedures. Verified the Cluster is operating as designed. Customer states the MPH on the Cluster is not showing. Please Check and Advise. Tech found no fault codes and vehicle working as designed.	Customer states there is a rattle noise coming from the dashboard behind the Instrument panel. Test drove the vehicle 8 miles. No noise heard and unable to duplicate.
	0540859	WiFi - Customer Concern Not Duplicated (CCND)	Customer states they cannot connect their devices to the vehicle WiFi hotspot to use the internet. Inspected and followed SI procedures to verify system operation. Customer states they have no internet even though they connect to the hotspot. Inspected the vehicle WiFi system and verified proper operation.	Customer states the microphone for connected to OnStar is not working. Works for about 3-5 seconds. They can't hear her. Checked for codes and Bulletins. Contacted OnStar no problem. Unable to Duplicate concern at this time. <b>Note:</b> Invalid or expired Data plans are improper use of CCND and customer needs to re-instate data plan for proper operation
	0540909	OnStar® - Customer Concern Not Duplicated (CCND)	Customer states OnStar is inoperable. Inspected and Unable to duplicate concern. Verified active OnStar subscription and contacted OnStar to verify system operation.  Possibly Affected Systems: Emergency Calling, Speed Limit Sign	Customer states radio not connecting to WiFi. Checked for updates, service bulletins and messages found U0101 code in history found no software updates found no failed or defective components and at this time system is working as it should. <b>Note:</b> Invalid or expired OnStar plans are improper use of CCND and customer needs to re-instate data plan for proper operation.

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Infotainment, Telematics, & OnStar Systems	0540959	OnStar services, MyBrand apps, customer accounts - Customer Concern Not Duplicated (CCND)	Customer states that they can't start their vehicle with the MyBrand app. Inspected and unable to duplicate concern. Contacted OnStar to verify system operation. Possibly Affected Systems: GM App	Customer states WiFi resets. Scanned no codes, paired phone OK, Checked WiFi OK, and checked radio for updates all OK at this time. Rechecked next day all still working as designed. Helped customer connect to WiFi at this time no issues detected with vehicle. <b>Note:</b> Invalid or expired Data plans are improper use of CCND and customer needs to re-instate data plan for proper operation.
	0541009	Radio Stability - Customer Concern Not Duplicated (CCND)	Customer states that the radio freezes. Performed related system verification procedure in SI with no DTC's found and unable to duplicate customer concern. Customer states that the radio shuts down and restarts by itself while driving. Scanned the vehicle and found no DTCs present. Test drove the vehicle and verified proper operation. Possibly Affected Systems: SD Card	Customer states the radio was working and then heard static in the speakers. Verified proper system operation of radio on all customer presets. Unable to duplicate speaker static.
	0541059	Voice Recognition - Customer Concern Not Duplicated (CCND)	Customer states that the vehicle does not understand their voice recognition commands. Performed related system verification procedure in SI with no trouble found and unable to duplicate customer concern. The customer states that they can't get into voice recognition without their phone connected. Tested and verified proper Voice Recognition operation.	Customer States his navigation cut out mid drive and then wouldn't let him reboot the Nav until vehicle turned off and on again. Please check and Advise. Could not duplicate customer concern and found no fault code, no Bulletins, and radio programming up to date.
	0541109	Navigation - Customer Concern Not Duplicated (CCND)	Customer states that the Navigation app will not launch and gives an error message. Inspected and verified proper Navigation operation. Found No DTCs stored and unable to duplicate concern. Customer states the Navigation can not route them correctly. Tested and verified proper Navigation operation. Possibly Affected Systems: Super Cruise Control, ASG	Customer states OnStar Turn By Turn Navigation is difficult to hear. Checked operation of the vehicle turn by turn system and found that the voice volume has been turned down. Adjusted the voice volume and checked operation. Demonstrated operation of radio and voice volume controls to customer. Vehicle is operating correctly.

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Infotainment, Telematics, & OnStar Systems	0541159	Bluetooth - Customer Concern Not Duplicated (CCND)	Customer states that they can not pair their phone. Paired customer's phone to the vehicle and verified proper operation. Possibly Affected Systems: Bluetooth Phone	Customer states that when the phone is connected the Apple Carplay would cut in and out. Customer has iPhone 11. Test drove the customer vehicle with another iPhone using Apple CarPlay wirelessly and verified proper operation. Tested Android Auto with Android phone which also operated without issue. Found no codes in the vehicle and found the radio is up to date and checked operation of radio using multi-media interface tester EL-50334-20 which states the vehicle is operating as designed. Recommend customer make sure the phone is fully up to date and properly configured. Could not duplicate the Customers concern.
	0541209	Android Auto/Apple CarPlay - Customer Concern Not Duplicated (CCND)	Customer states that they are not able to use Android Auto or Apple CarPlay. Verified Customer's phone application and settings. Operating properly at this time.	Customer states when playing music at times the system will disconnect and will need to re-pair phone for system to work, Check & advise. Tested the Bluetooth operation, verified proper programming, reset system, and removed data.
	0541259	Radio Apps (except Audio, Navigation, Phone) - Customer Concern Not Duplicated (CCND)	Customer states that they are not able to connect with any app on the radio display. Tested the radio control head and verified proper system operation Possibly Affected Systems: Radio, Radio S/W, Off Road app	Towed in, Customer states vehicle won't start. Scanned the vehicle and found no codes. Tested battery and verified proper starting operation. Everything is working normally and unable to duplicate.
	0541309	Black screen without audio - Customer Concern Not Duplicated (CCND)	Customer states that the radio screen goes black and they lost audio. Scanned the vehicle and found no DTCs present. Tested and verified proper operation.	Customer states the Radio Screen goes blank but volume is still adjustable. Unable to verify complaint as the radio is currently working. Scanned for codes and found no faults relating to this issue. Checked for TSB, nothing at this time. No faults found at this time.
	0541359	XM Radio - Customer Concern Not Duplicated (CCND)	Customer states Sirius XM radio does not work. Tested and verified proper Sirius XM radio operation. Unable to duplicate concern.	Customer states check cause of FM stations cutting out intermittently. Checked radio AM/FM operation. Operation working as designed. No DTCs or Updates.
	0541409	AM/FM Reception - Customer Concern Not Duplicated (CCND)	Customer states that they can not get AM or FM stations. Tested and verified proper AM/FM radio operation with known good local stations. Unable to duplicate concern.	Customer states XM radio keeps going past stations. Scanned and unable to duplicated concern. Tested operation with customer and found system working as designed.

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Infotainment, Telematics, & OnStar Systems	0541459	Black screen with audio - Customer Concern Not Duplicated (CCND)	<p>Customer states radio touch screen senses random touches. Inspected found no codes and verified proper operation at this time.</p> <p>Customer states that the radio screen goes blank, but the audio continues to play. Found no active DTCs and followed system verification procedure to verify proper system operation.</p>	<p>Customer states the screen goes blank and the audio stops playing intermittently and when the key is cycled, everything works. Was unable to duplicate the concern at this time. Operated the vehicle in various modes and unable to get a blank screen or loss of audio like the customer described. Scanned and found no codes stored.</p>
	0541509	Audio - Customer Concern Not Duplicated (CCND)	<p>Customer states that there is static/crackling from the left front speaker in all modes. Performed related system verification procedure in SI with no trouble found and unable to duplicate concern.</p> <p>The customer states there is a humming sound and they can't adjust the volume. Tested vehicle operation and compared to like vehicle. Volume is adjustable and unable to duplicate concern.</p> <p>Possibly Affected Systems: Noise Cancelation</p>	<p>Customer states that when he switches the mode selector for heat controls – heat doesn't want to switch to new position. Inspected and could not duplicate customers concern at this time. Scan tested and found no codes, bulletins, or software updates available. No fault found and Customer to monitor at this time.</p>
	0541559	Rear Seat Infotainment (RSI) - Customer Concern Not Duplicated (CCND)	<p>Customer states that their iPhone won't connect to the rear seat infotainment. Verified Customer's phone application and settings. Operating properly at this time.</p> <p>The customer can't pair the factory headphones with the rear screens. Headphones paired and operated as per design.</p>	<p>Customer states the Radio Marketplace App features are not working. Did not find any stored codes or Bulletins. Launched the Apps and verified to be working correctly. Was able to get into Apps menu. Unable to Duplicate concern.</p>
HVAC Controls & Systems	0541609	HVAC Face Plate (HFP) Front/Rear Climate Control (FCC/RCC) - Customer Concern Not Duplicated (CCND)	<p>Customer states that they can't adjust the temperature with the HVAC knobs. Tested and verified proper HVAC system operation.</p> <p>Customer states the AC control unit is not displaying temp. HVAC controls seem to be dim. Inspected the HVAC controls and verified proper operation.</p> <p>Possibly Affected Systems: A/c HVAC switches and controls</p>	<p>Customer states the Radio Screen will freeze and not respond to and commands or touch screen controls. Verified operation and scanned and found no faults in the system. No bulletins for this concern. Unable to Duplicate.</p>



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HVAC Controls & Systems	0541659	HVAC - Customer Concern Not Duplicated (CCND)	<p>Customer states A/C system not cold enough. Performed system verification for A/C system. Temperature is found to be within specifications.</p> <p>Customer states Heating System is inoperable. Followed SI procedures and was unable to duplicate.</p> <p>Possibly Affected Systems: Ambient temperature sensor, A/C, Outdoor Temperature Gauge</p>	<p>Customer states The A/C is blowing warm. Please Check and Advise. Evacuated and recovered 0.3 lbs of freon. Performed diagnosis and found the seals at the condenser to compressor line leaking. Replace both seals, re-charged the system, and verified proper operation and no additional leaks.</p>
Body Electronics Systems	0541709	Body System Electronics - Customer Concern Not Duplicated (CCND)	<p>Customer states the Remotes don't seem to work from a distance. Followed SI procedures, compared to like vehicle and the remotes are operating as designed.</p> <p>Customer states the Handsfree Liftgate isn't working. Verified system operation and unable to duplicate customer concern.</p> <p>Customer states there is a message stating Fob is not detected. Performed system verification, found no fault codes in the system and unable to duplicate the customers concern.</p> <p>Possibly Affected Systems: Wireless Charging, Electronic Door Lock, Remote Start, Electronic Liftgate/Tailgate, Running Board module, Theft Alarm, Universal Garage Door, Key Fob, Trailer Lights Module, Daytime Running Lamps, Passive Entry, Memory Seat Module, Auto High Beam</p>	<p>Customer states door did not latch properly. Could not duplicate customers latching concern. Tested like vehicles and confirmed all operating identical as customer vehicle.</p>

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Driver Assistance/ Active Safety Systems	0541759	Airbags/Electronics - Customer Concern Not Duplicated (CCND)	Customer states the Air Bag light is on. During inspection found B1A7A Automatic Occupant Sensing Display stored in SDM history. Cleared codes and verified proper operation. No Fault Codes returned. Customer states Service Air Bag message came on. Scanned for codes and found U419 set in history possible logic lock. Cleared faults and verified proper operation of the SDM module.	Customer states Check Rear seat belt operation. Inspected and tested all rear seat belts/buckles. Seat Belts appear to be functioning properly at this time.
	0541809	Restraints Customer Concern Not Duplicated (CCND) Airbags, Seat Belts, Pre-Tensioners	Customer states Service Safety Restraints System Message intermittently turning on. Found fault history codes B0014 02 & 04. Cleared codes and Drivers Air Bag passed all inspections. Operating as designed at this time. Customer states a Tensioner Message is coming on. Found History B001A-0D Code Stored. Tech cleared code and could not duplicate tensioner issue. Possibly Affected Systems: Seatbelt, Airbags	Customer states got a message from OnStar that there is a fault with the Airbag Module, Please Check and Advise. Checked Air Bag History Code B0088 Internal Module Fault. Cleared Code Road Tested No messages or Codes returned at this time.
	0541879	Switches/Ports/Outlets - Customer Concern Not Duplicated (CCND)	Customers may complain of ports, outlets or switches not functioning. After following SI procedure if the system is working as expected, use this labor code for the systems listed below: Possibly Affected Systems: Window switches, Seat switches, Tailgate switch, Steering wheel switches, Door switches, Headlamp and Dimmer switches, USB Ports, Power outlets, Horn	Customer states wireless charging or passive entry is not working. Please utilize labor code 0541709 (Body System Electronics).

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Driver Assistance/ Active Safety Systems	0541909	Driver Assistance Systems / Cameras / Auto-Braking Customer Concern Not Duplicated (CCND)	<p>Customer states issues with Active Safety such as unwanted "Auto-Braking" or Forward Collision Alert isn't working. Found no active DTCs and followed system verification procedure to verify proper system operation.</p> <p>Customer states Super Cruise/Adaptive Cruise Control are inop. Scanned the vehicle and found no DTCs present. Test drove the vehicle and verified proper system operation.</p> <p>Customer states the Lane Departure Warning Indicator illuminates when going around a corner. Followed SI diagnostics for Lane Departure Warning System Malfunction and was unable to duplicate the customer concern.</p> <p>Possibly Affected Systems: Cruise Control, Adaptive Cruise Control, Lane Assist, Forward Collision, Front Cameras, Side View Cameras, Driver Monitoring Camera, Object detection, Blind Zone, Front Pedestrian Braking.</p>	<p>Customer States Alert Service Instrument Cluster Comes on. Scanned and found history DTCs U3000 and U197F. Cleared faults, performed IPC setup, and road tested vehicle to verify IPC works as designed.</p>
	0541959	Parking Assistance Systems Customer Concern Not Duplicated (CCND)	<p>Customer states the Advanced Park Assist can't find some parking spots. No DTCs present. Tested and verified proper system operation.</p> <p>Customer states parking sensors fail to detect objects. Inspected and found No DTCs stored or warning lights on. Cleaned the bumper of debris and verified system operation. Unable to duplicate concern.</p> <p>Possibly Affected Systems: Park Assist, Automatic Park Assist, Rear/Backup Cameras</p>	<p>Customer states the messages on dash reads Service Parking Brake System, Check &amp; Advise. Scanned and found no fault codes in the Parking Brake System. Verified proper Parking Brake Operation and unable to duplicate concern.</p>
Hybrid/EV Electronic Systems	0542009	Hybrid/EV Electronics & Charging - Customer Concern Not Duplicated (CCND)	<p>Customer states their EV vehicle will not charge. Verified proper charging and system operation. No warning lights or DTCs present. Unable to duplicate concern.</p>	<p>Customer states unable to charge and message is on. Vehicle is moving now though. Found Active Codes P0D4F and P0D40 in system. Replaced Charger Module and verified proper operation.</p>

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Battery Systems	0542109	12V Battery Low Voltage, No Current Low Voltage DTCs - Customer Concern Not Duplicated (CCND)	Customer states the engine wont crank or start. Performed related system verification procedure in SI with no DTCs found and unable to duplicate concern. Customer states the Low Battery Voltage lamp came on and starting seems weak. Inspected and followed SI procedures and verified proper system operation. Possibly Affected Systems: Battery	Customer states the vehicle will not start, but the dash lights come on when you push the start button. Performed diag. Vehicle starts every time. Found no fault codes or bulletins. Starting System is operating properly at this time.
Engine Exhaust Systems	0542159	Engine Exhaust - Customer Concern Not Duplicated (CCND)	Customer states the exhaust is too loud. Sounds like a leak. Tested vehicle operation and compared to like vehicle. No leaks present and unable to duplicate concern. Possibly Affected Systems: Emission	Customer States the DEF tank level is not reading correctly. Verified DEF fluid is full and reading properly. Unable to duplicate concern.
Diesel Exhaust Fluid System	0542209	Diesel Exhaust Fluid/Urea System - Customer Concern Not Duplicated (CCND)	Customer states Exhaust Fluid (DEF) Message indicator is on intermittently. Inspected and found no warning light on or DTCs stored. Unable to duplicate concern. Possibly Affected Systems: Emission	Customer states there is an Exhaust burning smell while driving. Checked for burn smell and compared to like vehicle. Normal new exhaust smell/MPG normal. Could not duplicate customer concern.
Engine Mechanical Systems	0542259	Engine Concern (Malfunction Indicator Lamp Inactive) - Customer Concern Not Duplicated (CCND)	Customer states the engine is making noise. Check and Advise. Inspected and verified proper Engine operation. Found No DTCs stored and unable to duplicate concern. Customer states there is a fluid leak under the engine. Performed related system verification procedure in SI with no trouble found and unable to duplicate concern. Inspected and verified no leaks from Engine. Verified Engine oil level is full. Unable to duplicate customer concern. Customer states the engine cranks but wont start. Inspected battery, cables, and terminals. Tested starting operation and unable to duplicate customer concern. Possibly Affected Systems: Engine, Auto Stop/Start	Customer states the Service Vehicle Soon messages is on. Found DTC U1406 set in history. Checked Engine and module operation and found no malfunctions. Cleared codes and test drove. No fault found at this time.

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Engine Systems w/ Warning Light Indicator	0542309	Engine Malfunction Indicator Lamp (MIL) Active - Customer Concern Not Duplicated (CCND)	Customer states engine lamp came on intermittently. Found no active DTCs, cleared system, and followed system verification procedure to verify proper system operation. Possibly Affected Systems: Engine Light	Customer states the engine is making a ticking noise. Performed diagnostics and checked engine operation. Compared to like vehicle and verified proper operation. No abnormal noise duplicated.
Brakes Systems	0542359	Brakes With DTC - Customer Concern Not Duplicated (CCND)	Customers states ABS / TCS / Stability Control lamp came on, but is currently not displayed. Scan tool shows history DTC code(s). Cleared code, followed system verification with no trouble found and unable to duplicate concern.	Customer states the brakes squeak really loud. Test drove, lifted vehicle, and visually inspected. Found OK, no loose parts, no DTCs and unable to Duplicate Customers Concern.
	0542409	Brakes Without DTC - Customer Concern Not Duplicated (CCND)	Customer states there is a noise when braking. Customer brake noise concern was not duplicated, customer concern is actually normal operation , with No Active DTC Customer states the pedal feels hard. Tech could not verify concern as pedal feels the same as any like vehicles.	Customer states the Stabilitrak & Traction lights were on. Service traction control and ABS lights are not on at this time. Scanned vehicle for codes and found C0035 and C0040 stored history relating to both front wheel speed sensor signals low amplitude. cleared codes and test drove vehicle and was not able to duplicate concern. Customer complain about unwanted "Auto Braking" without any DTC; Please use Labor Code - 0541909
Chassis Systems	0542459	Steering - Customer Concern Not Duplicated (CCND)	Customer states steering noise / whine when turning at parking lot speeds at cold temperatures. Followed SI procedures and was unable to duplicate. Customer states plastic trim on steering wheel is not flush. Checked and found the trim at the bottom of the steering wheel seems like its not flush. Checked with another vehicle and has the same trim that's raised just a little at the bottom. Possibly Affected Systems: Steering Wheel, Trailer Brakes	Customer states there is a squeak noise from the Driver side dash area when turning and accelerating. Road tested and could not duplicate customer concern. Checked for any loose panels or fasteners.
	0542509	Suspension Customer Concern Not Duplicated (CCND)	Customer states front suspension noise over bumps. Followed SI procedures to diagnose front suspension noise and was unable to duplicate concern.	Customer states there is a Rattle in the Dash from Passenger side when going over bumps. Test drove with customer and unable to duplicate the concern. Inspected dash and found no issues.

Groups	Customer Concern Not Duplicated Labor Operations Numbers	Description	Example of Proper Usage Note: If applicable record DTC code # in the verbatims	Example of Improper Usage Note: If repairs are performed, utilize the applicable Causal Part replacement/repair Labor Op
Chassis Systems	0542559	Tires and Wheels Customer Concern Not Duplicated (CCND) (For Tire Pressure Monitoring System Concerns See 8059949	Customer states there is a tire vibration with a thumping noise at highway speeds. Road tested and unable to duplicate concerns.	Customer states a tire vibration accompanied by a thumping noise is heard at highway speeds. Road tested and checked tires out of balance, performed tire balance.
	0542609	Tire Pressure Monitoring System (TPMS) - Customer Concern Not Duplicated (CCND)	Customer states the Service TPM lamp is on and pressure monitor for one tire is not displayed. Performed related system verification procedure in SI with no DTCs and unable to duplicate concern.	Customer states there is a rubbing at the front right tire. Test drove and inspected front suspension – found nothing rubbing. Unable to duplicate concern. <b>Note:</b> Adding air to the tires is not a warrantable use of CCND. The tire(s) should be checked for leaks and/or punctures.
Driveline/ AWD Systems	0542659	Driveline/Axle - Customer Concern Not Duplicated (CCND)	Customer states All Wheel Drive (AWD) message is on. Inspected and verified proper AWD operation. Found No DTCs stored and unable to duplicate concern. Customer states there is an intermittent driveline noise. Test drove and compared to like vehicle. No abnormal noise heard. Verified proper Driveline operation. Possibly Affected Systems: Tow/Haul Mode	Customer states there is a banging noise coming from under the vehicle. He can feel it over bumps and when hitting potholes. Road tested vehicle 10 miles over various rode conditions and did not hear any noise. Inspected suspension and found nothing loose.
4WD Systems	0542709	Transfer Case Customer Concern Not Duplicated (CCND)	Customer states vehicle does not shift into 4 wheel drive (4WD). Inspected and found No DTCs stored or warning lamp on. Verified system operation and unable to duplicate concern. Customer states vehicle wont shift out 4 wheel drive (4WD) Tested operation per Owners Manual and followed SI diagnostics for transfer case. Verified system operation and unable to duplicate customer concern.	Customer states There is a whine in the rear axle over 47 mph. Test drove the vehicle and heard small normal noise from vehicle. Unable to duplicate the customer's concern.
Transmission Systems	0542759	Transmission Customer Concern Not Duplicated (CCND)	Customer states the transmission does not shift properly, bangs into gear. Found no DTCs stored, followed SI diagnostics for shift problems, and was unable to duplicate the customer concern.	Customer states there is a binding in the driveline and intermittent noise-happens when pulling into a parking spot. Customer mentioned 4X4 system/transfer case. Test drive with customer to verify concern. Could not duplicate at this time. Scan for codes, none found. Check for bulletins, none found. Return vehicle to customer for further monitoring.

**Important:** In some cases the subject vehicle may be operating as intended but not in line with the expectations of the customer. In cases where the vehicle is operating as intended but not in line with customer expectations, service management is strongly encouraged to submit a Field Product Report. Refer to the latest version of Corporate Bulletin Number 02-00-89-002 for additional information on how to submit a field product report.

<b>Version</b>	4
<b>Modified</b>	<p>Released April 25, 2022</p> <p>Revised December 07, 2022 – Added the 2023 Model Year, updated the Involved Region or Country section, updated information and added possible affected systems within some Labor Operation Numbers.</p> <p>Revised October 02, 2023 – Added the 2024 Model Year, updated Labor Operation information throughout the table, and updated the Important statement.</p> <p>Revised April 10, 2024 – Added the 2025 Model Year, Important statement at beginning of bulletin, removed Labor Operation Number 0541859 from table, added information for Labor Operation Number 0541879 under Example of Improper Usage column of table and updated Auto-Braking information for Labor Operations 0541909 and 0542409 in table.</p>

