

Subject: New Vehicle Monitoring Programs Section in IVH

What's New

Effective September 5, Investigate Vehicle History (IVH) will display a new section on the View Vehicle Summary (Home) page. This section, titled “**Vehicle Monitoring Program**” will display Engineering part requests that require a dealer to take action for select VINs entering their Service Lane.

About Vehicle Monitoring Programs

Important programs like these have been used for many years to help GM analyze vehicle components in efforts to improve performance and drive future product quality. They are also used to collect data to respond to NHTSA requests for studies on critical safety components.

Selected VINs and components are based on various engineering criteria, including manufacturing data, vehicle location, and vehicle mileage. The customers involved are contacted proactively by GM and asked to visit a GM dealer for replacement of the component under warranty. Dealerships do NOT need to contact customers proactively, however, should a vehicle enter your Service Lane and you see an active Vehicle Monitoring Program, you can obtain the customer’s approval and proceed with the request.

Why the Change

GM has been publishing these requests via Preliminary Information bulletins in SI and also under the Service Information section in IVH but they are often overlooked by technicians and Service Lane personnel. One common example is Engineering request PIE0753: *Engineering Information - Information on Selective Battery Pack Replacement for Analysis*. This important program requests EV battery packs from select customer-owned vehicles for engineering study and analysis. Customers involved were contacted proactively by GM and asked to visit a GM EV certified dealer for a battery pack replacement under warranty. In some instances, the dealer overlooked the information in IVH and SI, found no issue upon inspection and released the vehicle back to the customer advising that they did not see that their EV battery needed replacement.

Where to Find the New IVH Section

The new Vehicle Monitoring Program section in IVH will be published directly under the Required Field Action Information. Users can click on the hyperlink to view a pop up displaying further details.

and OnStar and XM Radio information (if applicable).

Vehicle Information
VIN: 1GC40ZEL3RU304468 Model: CT35843-2024 SILVERADO CREW CAB EV
Service Contracts and Subscriptions: No Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: 70 - RETAIL - STOCK Mobile Service Plus: No
Field Actions: [0 Open](#) [REQUEST ANOTHER VIN](#)

View Vehicle Monitoring Program Details
This screen allows IVH users to view the detail information for the selected VIN for Vehicle Monitoring Program.

Vehicle Information
VIN: 1GC40ZEL3RU304468 Model: CT35843-2024 SILVERADO CREW CAB EV
Service Contracts and Subscriptions: No Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: 70 - RETAIL - STOCK Mobile Service Plus: No
Vehicle Monitoring Programs: [1 Open](#)

Required Field Actions Open Field Action Details are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Customer Satisfaction Program	N233281967		TEST	07/17/2025	Closed

Vehicle Monitoring Programs Open Vehicle Monitoring Programs Details are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Vehicle Field Monitoring Program	PIE0753		Engineering Information on Selective Battery Pack Replacement for Analysis (ZREG CLAIM TYPE)	07/16/2025	Open

Vehicle Monitoring Program Details

Type	Number	Description	Release Date
Vehicle Field Monitoring Program	PIE0753	Engineering Information on Selective Battery Pack Replacement for Analysis (ZREG CLAIM TYPE)	07/16/2025

Status: Open - Incomplete
Group:
Sub-Group: 15862
Expires: Does not expire
Original Number:
Labour Ops: 5031030 Drive Motor Battery Replacement and Shipping Preparation
Government Agency #:
Monitoring Program Description: Engineering Information on Selective Battery Pack Replacement for Analysis
Safety Risk Description: Preventing further risk to the vehicle by replacing the Battery Pack
Repair Description: Dealers are to Replace the Battery Pack

Required Dealer Actions

1. Should a customer contact and/or visit your dealership advising that they have been contacted by GM to have a part replaced, view IVH and look for an open Vehicle Monitoring Program. In line with GM’s ongoing recommendation, dealers should also run IVH for every vehicle entering your Service Lane.
2. For any Open program appearing in the “Vehicle Monitoring Programs” section of IVH, take the action described in the listed program, with the customer’s consent.
3. Technicians should follow all directions in the Program Information bulletin published in SI.
4. Submit the **ZREG claim** as directed. Accepted/Paid claims will close the open program and will generate a Warranty Parts Center Part Return Request.
5. Return the requested part to the WPC. All parts must be received within 21 days of the date of the request.

Thank you to your attention to customer satisfaction and future product quality.