

15806 - Customer Sat Prog - IPC Odometer Abnormal Inc at Cranking, Bulletin Not Released IVH Updated
Updated Date: May 19, 2016 10:55 ET

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4041
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 19, 2016

Subject: 15806 - Customer Satisfaction Program
Instrument Panel Cluster Odometer Abnormal Increase at Cranking
Bulletin Not Released But IVH Updated

Models: 2009-2015 Chevrolet Captiva
2009-2010 Saturn VUE

To: All General Motors Dealers

This message is to inform dealers that Customer Satisfaction Program bulletin 15806 was not released as scheduled on Monday, May 16, 2016. This action was necessary due to an anomaly in the calibration testing that resulted in the instrument panel cluster odometer not operating as intended. The affected calibration has been temporarily disabled and will not be available until further testing has been completed.

Unfortunately, the decision to hold the bulletin was made after the involved vehicles were updated in IVH. This resulted in 15806 being identified as "open" in the required field actions section. We are working to correct IVH as quickly as possible.

Once the modified calibration is available, IVH will be updated and the bulletin will be released. We apologize for any confusion this situation may have caused.

-
END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

About this Alert

Reference Number: [GCUS-3-557](#)

Published to: Home Page

Version: [0.0](#)

Alert Type: Customer Satisfaction

Contact : Loren.Rusk@gm.com