

GM CUSTOMER CARE AND AFTERSALES  
DCS4228  
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 27, 2016

Subject: 15806 - Customer Satisfaction Program  
Instrument Panel Cluster Odometer Abnormal Increase at Cranking  
2009-2010 Model Year Vehicles Suspended

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

To: All GM Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and Service Director, Parts Manager, New or Used Vehicle Sales Manager, and Warranty Administrator

Effective immediately, stop the reprogramming of all 2009-2010 model year vehicles involved in this program until further notice. This action is necessary due to the software overwriting calibration memory locations. This anomaly can result in system resetting when the Menu button is pressed after programming for all 2009-2010 model year vehicles.

Programming in TIS has been temporarily turned off. Dealers will be notified once the new calibration is updated and available. Only contact TCSC if vehicle repair is required before service programming is restored.

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