



Service Bulletin

INFORMATION

Subject: Vehicle Software Enhancements

Models: 2014 and Prior GM Passenger Cars and Light Duty Trucks

The new technology systems on today's vehicles may have software enhancements available to add additional functionality after the vehicle is produced. To meet customer expectations, GM may make these software enhancements available at no charge to customers and also support updates to unsold vehicles. Most of these updates will be to the infotainment systems.

This opportunity to satisfy our customers will provide additional features, controls or refreshed data, and are desired by the customer. Although no "deficiency" existed with the original vehicle software, General Motors recognizes the desire of the consumer in certain instances to obtain this updated content to enhance their vehicle ownership experience. Consumers, as they have become more tech savvy, have higher expectations of their manufacturer to be proactive in meeting their needs, and to make available upgrades of software for such devices as their computers, cell phones and personal computing tablets, at times with no cost out of pocket.

When these enhancements are announced by a GM Marketing division, a dealer service bulletin will be issued advising which vehicles are eligible along with specific instructions to update the software. There will be a unique Global Labor Code to claim reimbursement for the labor time using Transaction Type ZSSP through the Global Warranty System. The dealer bulletin will describe the benefits of the new version of software available and encourage the dealership to upgrade the vehicle for the customer with their consent to do so. Vehicles eligible for a software upgrade can be identified through the Global Warranty system, Investigate Vehicle History (IVH) in the Service Information Section, allowing easy service lane identification by the Service Consultant. All unsold eligible vehicles should also be updated with the new software when directed by General Motors.

GM will also continue to provide dealers with technical bulletins covering diagnostic information that may also update software when the system does not perform as intended. These situations address normal warranty repairs and will usually be claimed using the published labor codes in the Labor Time Guide.

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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION