



Program Bulletin

CUSTOMER SATISFACTION PROGRAM

SUBJECT: OnStar System Inoperative – Chip Corruption

MODELS: 2015 GM Passenger Car
2015 GM Light Duty Trucks
Equipped with Gen 10 OnStar®

When a customer calls to schedule an appointment for this program, please place your order for the module. This will ensure that the necessary parts will be available on the scheduled appointment date. It is important to note that this program is independent from the OnStar 3G /4G Hardware Program, impacting a separate group of vehicle owners. For this Customer Satisfaction Program, dealers are responsible for ordering the part.

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THIS PROGRAM IS IN EFFECT UNTIL DECEMBER 31, 2017.
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CONDITION

On **certain** 2015 model year GM passenger cars and light duty trucks, equipped with Gen 10 OnStar®, the embedded phone flash memory chip may become corrupted, causing the OnStar® system to become inoperative.

CORRECTION

Dealers are to replace the vehicle communication interface module (VCIM).

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to dealers through the GM GlobalConnect Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

PART INFORMATION

Refer to the Electronic Parts Catalog and/or the Electronic Service Center (ESC) Website (issgm.com for US dealers or yorkelec.com for Canadian dealers) for the appropriate part number VCIM (OnStar Module) based on the VIN. Do not call the Technical Assistance Center (TAC) for a part approval. All affected VINs in this program have been pre-approved with these ESCs.

- U.S. dealers should order the replacement part by visiting issgm.com, clicking the “Place OnStar Order” button, and then clicking the red Customer Satisfaction Prog. button, which will allow orders to be placed for these VINs without a TAC case number.
- Canadian dealers should contact York Electronics to place these orders online at www.yorkelec.com or by fax at 800-361-5396 (Calgary) or 888-650-9677 (Oshawa). York can also be contacted by phone at 800-361-2894 (Calgary) or 888-650-9675 (Oshawa).

SERVICE PROCEDURE

Note: Depending on the model year and vehicle, the VCIM may be identified in the Service Information (SI) and on the scan tool by different component functional names. Below is a list of component functional names.

- Vehicle Communication Interface Module (VCIM)
- Communication Interface Module
- Telematics Communication Interface Control Module
- OnStar® Vehicle Interface Unit (VIU)
- OnStar® Module

Note: Do not use Telematics Communication Interface Control Module (Use ONLY per Bulletin 15-08-44-001). This is restricted to the OnStar 3G/4G upgrade modules only.

1. Remove the vehicle communication interface module (VCIM). Refer to the appropriate replacement procedure in SI.
2. Install a new vehicle communication interface module (VCIM). Refer to the appropriate replacement procedure in SI.

COURTESY TRANSPORTATION

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time
9101485	Communication Interface Module Replacement	*

* Use the published time for labor code 3422790.

CUSTOMER NOTIFICATION

General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

DEALER PROGRAM RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repaired per the service procedure of this program bulletin before customers take possession of these vehicles. Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through December 31, 2017.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through December 31, 2017, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



August 2015

This notice applies to your <Vehicle Make and Model Year> **VIN:** _____

Your vehicle is involved in Customer Satisfaction Program 15086.

Dear General Motors Customer:

We're happy to have you as part of the OnStar® family and appreciate the confidence you have in us. As an OnStar customer, we provide you with the latest software updates to maintain the performance of your OnStar hardware and system.

We recently tried to provide such a software update to your OnStar hardware for your 2015 model year GM vehicle. Your system, however, was not able to be updated remotely and as a result some of your OnStar system functions may not be working as expected.

It is important to us that your OnStar system is functioning properly to avoid any possible lapse in service.

What Your Dealer Will Do: To address this software issue, we have asked dealers to replace the OnStar hardware on your vehicle. Your GM dealer will install new OnStar hardware. This service will be performed for you at **no charge until December 31, 2017.**

What You Should Do: We recommend that you contact your GM dealer as soon as possible to schedule an appointment for this repair. Please be sure to reference Customer Satisfaction Program 15086. **By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.**

We sincerely regret any inconvenience or concern that this situation may cause you.

Terry M. Inch
Executive Director
Global Connected Customer Experience

GM CUSTOMER CARE AND AFTERSALES
DCS3716
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 21, 2015

Subject: 15086 - Customer Satisfaction Program
OnStar System Inoperative – Chip Corruption

Models: 2015 GM Passenger Car and Light Duty Trucks

To: All GM Dealers

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

General Motors is releasing Customer Satisfaction Program 15086 today. The total number of U.S. vehicles involved in the first phase is approximately 10,500. Please see the attached bulletin for details.

Over the next several months, OnStar will attempt an over-the-air update to the OnStar module in certain vehicles. If the attempt is unsuccessful, the customer will be sent a letter asking them to take their vehicle to their dealer for an OnStar module replacement and the VIN will be added to IVH. This process will occur approximately every 45 days until all involved vehicles have been either reprogrammed or have been identified as needing the module replaced.

In addition, customers will be asked to provide their dealer with their VIN when scheduling an appointment for service. Dealers are to order the module so it will be available on the schedule appointment date. Do not call the Technical Assistance Center (TAC) for a part approval. All affected VINs in this program have been pre-approved with these ESCs. Please see the Parts Information section of the bulletin for details.

Customer Letter Mailing

The customer letter mailing for this first phase will begin on August 4, 2015.

Global Connect (GWM)

The “Investigate Vehicle History” (IVH) screen will be updated July 21, 2015. A list of involved vehicles in dealer inventory for this first phase is attached to this message.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available July 21, 2015.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES