This bulletin is being revised to update dealership service departments with key elements to a successful customer dealership service experience. Please discard Corporate Bulletin Numbers 01-00-89-011F (Section 00 - General Information).

Important: GM TAC supports Current Model year products as well as the prior nine model years.

To better assist GM dealers in providing customers with the best possible service experience through fixing product issues correctly the first time, below you will find the updated Best Practice Service Strategy. ALWAYS REFER TO THE CUSTOMER COMEBACK PREVENTION FLOW CHART (below) FOR PROPER DETAILED SERVICE STRATEGY. The following list HIGHLIGHTS critical strategy elements that must be followed for EVERY Customer Service Event.

1. Verify Customer Concern utilizing the Customer Concern Verification Sheets (CCVS - examples shown later in this bulletin).
2. Compare to a like vehicle. If the customer is dissatisfied due to a NORMAL OPERATING CHARACTERISTIC, create a Field Product Report (FPR) and notify the DVM.
3. Check the service history and research VIS. VERIFY THE NUMBER OF REPAIR ATTEMPTS FOR THE SAME ISSUE AND DAYS OUT OF SERVICE.
4. Perform Strategy Based Diagnostics (DTC, SI, Recalls, PIs, Bulletins). For intermittent diagnosis, also refer to Corporate Bulletin Number 06-00-89-026.
5. For parts delays and order issues, ensure that the Parts Manager has ordered as a CSO and upgraded to a SPAC case as quickly as possible.
6. For parts catalog or service application issues, utilize ParTech to resolve the customer’s concern as quickly as possible. (Saturn retailers should contact the Saturn Parts Assistance Center and Saab dealers should contact the Parts HotLine.)
7. For a second repair attempt for the same diagnostic issue, or more than five days out of service...
service, call TAC with the above documentation and completed Technical Assistance Information Form (TAIF - example shown later in this bulletin). Follow up until the vehicle is repaired, including RESULTS OF PREVIOUS DIAGNOSTIC RECOMMENDATIONS MADE BY TAC.

8. For a third repair attempt for the same diagnostic issue, or more than 14 days out of service, notify the Shop Foreman/Service Manager/DVM.

9. Close requested TAC case via DealerWorld with detailed repair information (refer to the instructions below).

10. Complete the TAC quality survey via Dealer World when closing requested TAC cases (refer to the instructions below).

11. Update Dealership TAC call log sheets after each call.

12. Verify customer is completely satisfied that the vehicle is repaired.

**Comeback Prevention**

Comebacks hurt your dealership's service image and the GM vehicle's brand image. We understand that due to ever-increasing vehicle complexity that this is a challenge. We suggest dealers focus on the following areas in order reduce comebacks.

- Communication
- Service return logs
- Quality control

The following Customer Comeback Prevention flowchart details comeback prevention "best practices service strategy."
The upper portion of the Technical Assistance Information Form (TAIF - an example is shown later in this bulletin) is used to prepare your information about the vehicle prior to contacting Technical Assistance. Preparing for your call in advance will allow Technical Assistance personnel to reduce your call time and provide quality recommendations. In preparing this information, please refer to the Strategy Based Diagnosis section below. These diagnostic steps should be taken BEFORE you contact Technical Assistance. Doing so will assist you in completing the form.

Please check the Vehicle Information System (VIS) for prior service history.

The Electronic Case Closing (ECC) section should be accessed via DealerWorld to close a Technical Assistance case. The TAC Case Closing information is important because repair information that is loaded into our database can be used to repair other vehicles with the same concern.

The Quality Survey section should be accessed via DealerWorld. Completion of this survey provides TAC with your case feedback to improve the service we provide to dealerships.

The TAC Case Log Sheet should be kept by a phone designated for calling TAC. When calling TAC, you should log in the date of the call, your name, the TAC consultant's name, the repair order number, TAC case number and the date the case was closed. The TAC Case Log will allow you to maintain an accurate list of your open and closed TAC cases.

The General Motors Technical Assistance Center Phone Prompts are designed to get the caller to the appropriate group when calling. A TAC phone prompt chart can be accessed via the DealerWorld Service tab and by selecting Service Forms. The phone prompt chart will be listed under TSB 01-00-89-011G.

**Strategy Based Diagnosis**

The goal of Strategy Based Diagnosis is to provide guidance when you create a plan of action for each specific diagnostic situation. Following a similar plan for each diagnostic situation, you will achieve maximum efficiency when you diagnose and repair vehicles. Although each of the Strategy Based Diagnosis boxes is numbered, you are not required to complete every box in order to successfully diagnose a customer concern. The first step of your diagnostic process should always be Understand and Verify the Customer’s Concern. The final step of your diagnostic process should be Repair and verify the Fix. Refer to the following chart for the correct Strategy Based Diagnosis.
1. Understand and Verify the Customer’s Concern: The first part of this step is to obtain as much information as possible from the customer. Are there aftermarket accessories on the vehicle? When does the condition occur? Where does the condition occur? How long does the condition last? How often does the condition occur? In order to verify the concern, the technician should be familiar with the normal operation of the system and refer to the Owner or Service Manual for any information needed.

2. Vehicle Operating as Designed: This condition exists when the vehicle is found to operate normally. The condition described by the customer may be normal. Compare with another like vehicle that is operating normally under the same conditions described by the customer. Explain your findings and the operation of the system to the customer. If the customer is dissatisfied submit a Field Product Report.

3. Preliminary Checks: Conduct a thorough visual inspection. Review the service history. Detect unusual sounds or odors. Gather diagnostic trouble code (DTC) information in order to achieve an effective repair.

4. Perform Published Diagnostic System Check - Vehicle: The Diagnostic System Check - Vehicle verifies the proper operation of the system. This will lead the technician in an organized approach to diagnostics.

5. Check Bulletins, Recalls and Preliminary Information (PI) and check the Vehicle Information System (VIS) for prior service history.

6. Diagnostic categories.

6.2. Symptom - No DTC: Select the appropriate symptom diagnostic. Follow the diagnostic steps or suggestions in order to complete the repair. Refer to Symptoms - Vehicle.

6.3. No Published Diagnostics: Analyze the Concern. Develop a plan for the diagnostics. The Service Manual schematics will help you to see system power, ground, input, and output circuits. You can also identify splices and other areas where multiple circuits are tied together. Look at component locations to see if components, connectors or harnesses may be exposed to extreme temperature, moisture, or corrosives (road salt, battery acid, oil or other fluids). Utilize the wiring diagrams, system description and operation, and system circuit description.

6.4. Intermittent/History DTC: An intermittent condition is one that does not occur continuously, may be difficult to duplicate, and will only occur when certain conditions are met. Generally, an intermittent is caused by faulty electrical connections and wiring, malfunctioning components, electromagnetic/radio frequency interference, driving conditions, or aftermarket equipment. The following approaches/tools may prove to be beneficial in locating and repairing an intermittent condition or history DTC.

- Combining technicians knowledge with the available service information
- Evaluate the symptoms and conditions described by the customer on the Customer Concern Verification Sheet.
- Follow the suggestions on Testing for Intermittent Conditions and Poor Connections .
- Use the available scan tool, digital multi-meter, or Vehicle Data Recorder J 42598 with data capturing capabilities.

7. Re-examine the Concern: If a technician cannot successfully find or isolate the concern, a re-evaluation is necessary. Re-verify the concern. The concern could be an intermittent or normal condition.

8. Repair and Verify Fix: After isolating the root cause, make the repairs and validate for the correct operation by performing the Diagnostic Repair Verification. Verifying that the DTC or symptom has been corrected may involve road testing the vehicle.

---

**Technical Assistance Information Form**

**Questions to Answer Prior to Contacting Technical Assistance**

<table>
<thead>
<tr>
<th>Caller Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dealer Code:</td>
</tr>
<tr>
<td>VIN:</td>
</tr>
<tr>
<td>R.O. Number:</td>
</tr>
<tr>
<td>Mileage:</td>
</tr>
</tbody>
</table>
What is the number of times this vehicle has been to your dealership for the same condition?

How many days has this vehicle been in your dealership for this condition?

Please check the Vehicle Information System (VIS) for prior service history.

Does this vehicle have any GM or non-GM aftermarket accessories, or has it been modified from production? Yes/No

If yes, please list:

What is the customer's concern (why did the customer bring their vehicle to your dealership)?


What are the results of your Strategy Based Diagnostics (i.e. concern duplicated? when does the condition occur? diagnostics performed? DTCs? compared to like vehicle? parts replaced?):
Tech 2 software version (if applicable):

TAC Case No. (fill in after call):

TAC Consultant's Name:

TAC Suggested Action:

TAC Case Closing Information: Please utilize the Electronic TAC Case Closing Form located on the DealerWorld Service tab. Please provide detail in the case closing. In the technician's own words, what fixed the vehicle? Be specific - include circuit and terminal numbers, locations, part name and numbers):

Refer to the example below.

TAC Dealer Survey - Technician Only

We would like your feedback on the assistance you received. To assure quality improvements, it is important that only the related technician for this repair complete this
survey. Please utilize the Electronic TAC Quality Survey located on the DealerWorld Service tab.

Refer to the example below.

**Example of TAC Case Closing (1 of 2)**

(1) 4 Required Fields Are Asterisked
(2) Type Detailed Case Closing Information
(3) Select "Submit" When Complete

**Example of TAC Case Closing (2 of 2)**
(1) Note: There is No Exit/Return Button (select "Home" to return to your home page)
(2) There are 3 Available Options

Example of TAC Quality Survey
Technical Assistance Center (TAC) Quality Survey

Please use the actual caller for this case complete the survey.

<table>
<thead>
<tr>
<th>Required Fields</th>
</tr>
</thead>
<tbody>
<tr>
<td>TAC Case Number:</td>
</tr>
<tr>
<td>Last 8 of VIN:</td>
</tr>
<tr>
<td>TAC Consultant’s Name:</td>
</tr>
<tr>
<td>Kit Number:</td>
</tr>
<tr>
<td>Date Codes:</td>
</tr>
<tr>
<td>Caller Name:</td>
</tr>
<tr>
<td>Email Address:</td>
</tr>
</tbody>
</table>

Please Answer the Following Questions:

1. The TAC consultant handled the call in a professional manner.
   - [ ] Make a Selection
2. The TAC consultant was knowledgeable about the product.
   - [ ] Make a Selection
3. The TAC consultant’s ability to provide clear and adequate technical directions is rated in resolving the issues.
   - [ ] Make a Selection
4. Considering all of your contacts with the GM TAC by the last 90 days, please rate your overall satisfaction level with it.
   - [ ] Make a Selection
5. Was the vehicle concern resolved on your first visit to the TAC?
   - [ ] Yes  [ ] No
   - [ ] Make a Selection

Comments:

Thank you for completing this survey. Your feedback will be used to help us continuously improve our service.

Additional Comments:

Example of TAC Case Call Log Sheet
### TAC Case Call Log Sheet

<table>
<thead>
<tr>
<th>Call #</th>
<th>Date of Call</th>
<th>Caller's Name</th>
<th>TAC Consultant's Name</th>
<th>R.O. &amp; Job #</th>
<th>TAC Case #</th>
<th>Date Closed</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st Call</td>
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<td>2nd Call</td>
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<td>4th Call</td>
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</tr>
</tbody>
</table>

**Example of TAC Phone Prompts**
**Important:** The Technical Assistance Form and TAC Case Log Form can be accessed via DealerWorld from the Service tab by selecting Service Forms under this bulletin number. The Electronic TAC Case Closing Form and Quality Survey can be accessed via your DealerWorld Service tab.

If the TAC Case Closing Form or Quality Survey are not available on your DealerWorld application, please refer to the archived DealerWorld Messenger messages (VSG20062899 and VSS20060695) for additional information.
Customer Concern Verification Sheet – Automatic Transmission Driveability Page 1 of 2

SYMPTOM (Check All That Apply)
- Will not shift
- Up shift
- Down shift
- Shifts into next gear too early
- Shifts into next gear too late
- Highway Speed – Shudder, surge, etc.
- Slip
- Starts in the wrong gear
- Noise (Describe) ______________
- Engine starts in other than “P” or “N” (Whine, Rattle, Groan, Clunk, Buzz, etc.)
- Delayed engagement into drive
- Delayed engagement into reverse
- Delayed engagement into both drive and reverse

Do any indicator lights come on? I.e. check engine, ABS, traction (describe) __________________________

Transmission fluid temperature gauge reading if applicable ________________________________

OPERATING CONDITIONS (Check All That Apply)

How Often Does It Occur?
- Few Seconds
- Few Minutes
- Few Hours
- Few Days
- Few Weeks
- Few Months
- Every _______ to _______ Miles (km)

- Intermittent and unable to duplicate
- Intermittent but can be duplicated (explain below)

How Long Does It Last?
- Few Seconds
- Few Minutes
- Few Hours
- Few Days
- Few Weeks
- Few Months
- Every _______ to _______ Miles (km)

When did the concern start happening?
- Just Started
- Since New
- Since a prior repair or installation of aftermarket equipment (describe) __________________________

- Few Days
- Few Weeks
- Few Months

Driving conditions:
- Light Throttle
- Medium Throttle
- Hard Throttle
- Starting
- At Idle
- Decelerating
- When Shifting
- While Braking

- Up Hill
- Down Hill
- Highway
- City/Tow
- Stop & Go
- Only with A/C or Defrost On

- Cruising – Steady at _______ MPH (km/h)
- Between _______ MPH (km/h) and _______ MPH (km/h)
Customer Concern Verification Sheet – Automatic Transmission Driveability  Page 2 of 2

WHEN DOES IT OCCUR? (check all that apply)

When Engine Temperature Is:

☐ Cold  ☐ Warm  ☐ Hot  ☐ Only During Warm Up

Weather conditions:

☐ Very Cold: Below 0°F (-18°C)  ☐ Cold: 0°F – 32°F (-18°C to 0°C)  ☐ Cool: 32°F – 60°F (0°C to 16°C)  ☐ Warm: 60°F – 80°F (16°C to 27°C)  ☐ Hot: Above 80°F (27°C)

☐ Any Environment  ☐ Raining  ☐ Dry  ☐ Humid  ☐ Snow/Ice  ☐ Wet Roads

Under What Throttle Position?

☐ No throttle  ☐ Very Light  ☐ Light  ☐ Moderate  ☐ Heavy  ☐ Wide open throttle

What Type of Fuel?

☐ Regular Unleaded  ☐ Mid Range Unleaded  ☐ Premium Unleaded

When Gear Selector Is In what range?

☐ Park/Neutral  ☐ Reverse  ☐ Overdrive  ☐ Manual range (If manual range describe i.e. d1, d2) ______________________  ☐ Tap shift

Between Gears:

☐ Park to R or D  ☐ Reverse/Drive  ☐ First to Second  ☐ Second to Third  ☐ Third to Fourth  ☐ Fourth to Fifth  ☐ Fifth to Sixth

☐ Sixth to Fifth  ☐ Fifth to Fourth  ☐ Fourth to Third  ☐ Third to Second  ☐ Second to First

For Dealer Use Only:

VIN: __________________________ Miles (km): __________________________ Technician #: __________________________ Advisor #: __________________________
Customer Concern Verification Sheet Engine Driveability

SYMPTOMS (Check All That Apply) – Engine:

☐ “Service Engine Soon” / “Malfunction Indicator Light” on
☐ Hard start / No start (Cranks OK)
☐ Won’t crank
☐ Engine stalls
☐ Engine miss
☐ Hesitates, stumbles or sags
☐ Miss while driving
☐ Surge or chug, buck – jerk - skip
☐ Rough idle
☐ Idle is too high
☐ Idle is too low
☐ Low power / Performance
☐ Cranks but doesn’t start
☐ Poor Fuel Economy
☐ Highway
☐ City
☐ Pings, detonates
☐ Sulphur / rotten egg odor
☐ Exhaust smoke
☐ Runs on after key is turned off
☐ Increased oil consumption
☐ What is the reported fuel economy
☐ Speed fluctuates without moving accelerator
☐ Backfires (popping noise) – under hood / tail pipe
☐ Engine Noise (Explain – whine, rattle, groan, chunk, etc.)
☐ Other

OPERATING CONDITIONS (Check All That Apply) – How often does it occur?

☐ Always
☐ Few Seconds
☐ Few minutes
☐ Few hours
☐ Few days
☐ Few weeks
☐ Few months
☐ Variable

☐ Just Started
☐ Getting Better
☐ Getting Worse
☐ Since New
☐ Every ______ to ______ Miles (km)
☐ Unknown
☐ Other

Driving conditions:

☐ Light Throttle
☐ Med. Throttle
☐ Hard Throttle
☐ Starting
☐ At Idle
☐ Decelerating
☐ Over bumps
☐ While turning left
☐ When shifting
☐ While braking
☐ Any time
☐ Up hill
☐ Down hill
☐ Highway
☐ City / town
☐ Stop & go
☐ While turning right
☐ Only with A/C or Defrost on
☐ Cruising steady at ___________ MPH (km/h)
☐ Between _______ MPH (km/h) and _______ MPH (km/h)

WHEN DOES IT OCCUR? – When Engine Temperature is:

☐ Cold
☐ Warm
☐ Hot
☐ All the time
☐ Only during warmup
☐ Intermittent and unable to duplicate
☐ Intermittent but can be duplicated (explain below)
☐ Only after the engine has been run to operating temperature, then shut off and restarted. The engine was run for ________ minutes/hours, and then shut off for ________ minutes/hours

Weather conditions:

☐ Very Cold: Below 0°F (-18°C)
☐ Cold: 0°F – 32°F (-18°C to 0°C)
☐ Cool: 32° – 60°F (0°C to 16°C)
☐ Warm: 60° – 80°F (16°C to 27°C)
☐ Hot: Above 80°F (27°C)
☐ Any Environment
☐ Raining
☐ Dry
☐ Humid
☐ Snow / Ice
☐ Wet Roads
☐ Other (explain)

What Type of Fuel?

What Brand?

☐ Regular UL
☐ Mid Range UL
☐ Premium UL
☐ Ethanol E85
☐ Diesel #1
☐ Diesel #2
☐ Various brands
☐ CNG
☐ Biodiesel
☐ If E85, what blend / alcohol %
☐ Other

When Gear Selector Is In:

☐ Park/Neutral
☐ Reverse
☐ Overdrive
☐ Low
☐ Intermediate
☐ Drive 1
☐ Drive 2
☐ Drive 3
☐ Other

Between Gears:

☐ Park to R or D
☐ Rev/Drive
☐ First / Second
☐ Second / Third
☐ Third / O-Drive
☐ Drive 1
☐ O / D
☐ Other

For Dealer Use Only:

VIN: __________________________ Miles (km): ____________ Technician #: __________________ Advisor #: __________________
## Customer Concern Verification Sheet Brakes – Steering – Suspension

### SYMPTOM (Check All That Apply)
- [ ] Vehicle pulls right – When
- [ ] Vehicle pulls left – When
- [ ] Steering wheel vibrates at _______ MPH (km)
- [ ] Brake light on
- [ ] ABS light on
- [ ] Excessive play in steering
- [ ] Traction control light on
- [ ] Soft ride
- [ ] Uneven tire wear
- [ ] Erratic steering when braking
- [ ] Poor steering wheel return after cornering

#### Hard to Steer:
- [ ] Effort
- [ ] Wanders
- [ ] Steering wheel off center

#### Shimmy/Vibration (Check box for location):
- [ ] Front
- [ ] Rear
- [ ] Don’t know
- [ ] Seat
- [ ] Floor
- [ ] Other

#### Brake Pedal:
- [ ] Noise
- [ ] Pulses
- [ ] Squeaks
- [ ] Hard
- [ ] Mushy
- [ ] Excessive travel

### WHEN DOES IT OCCUR?
- [ ] Cold days
- [ ] Hot days
- [ ] Wet / rain
- [ ] All the time
- [ ] Unable to duplicate
- [ ] Parking maneuvers
- [ ] At road speed
- [ ] Accelerating
- [ ] Decelerating
- [ ] Intermittent and unable to duplicate
- [ ] Intermittent but can be duplicated (explain below)

#### Explain:

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### Comments

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### For Dealer Use Only:
- VIN:
- Miles (km):
- Technician #:
- Adviser #:
Customer Concern Verification Sheet Electrical / Accessory

**ELECTRICAL ITEMS OR ACCESSORIES**
(Please list the complaint accessory or item and check any applicable symptom(s) from the list that follows:

<table>
<thead>
<tr>
<th></th>
<th>□ Inoperable</th>
<th>□ Noisy</th>
<th>□ No control</th>
<th>□ Erratic</th>
<th>□ Blows fuse</th>
<th>□ Works improperly (explain below)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>□</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>□</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>□</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Related system affected (explain below)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**RADIO**

<table>
<thead>
<tr>
<th></th>
<th>□ Poor reception</th>
<th>□ Works improperly (explain below)</th>
<th>□ Related system affected (explain below)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>AM</td>
<td>FM</td>
<td>FM Stereo</td>
</tr>
<tr>
<td>Front</td>
<td>Front Left</td>
<td>Front Right</td>
<td>Rear Left</td>
</tr>
<tr>
<td>Radio / player controls</td>
<td>Steering wheel buttons</td>
<td>Poor reception</td>
<td>Works improperly (explain below)</td>
</tr>
</tbody>
</table>

**OPERATING CONDITIONS (Check All That Apply)**

When did the concern start happening?

- □ Just Started
- □ Since New
- □ Since a prior repair or installation of aftermarket equipment (describe) ____________________________________
- □ Few Days
- □ Few Weeks
- □ Few Months

How Often Does It Occur?

- □ Few Seconds
- □ Few Minutes
- □ Few Hours
- □ Few Days
- □ Few Weeks
- □ Few Months
- □ Every _______ to _______ Miles (km)

How Long Does It Last?

- □ Few Seconds
- □ Few Minutes
- □ Few Hours
- □ Few Days
- □ Few Weeks
- □ Few Months
- □ Every _______ to _______ Miles (km)

Intermittent and unable to duplicate

- □ Intermittent and unable to duplicate
- □ Intermittent but can be duplicated (explain below)

**Explain**

---

**For Dealer Use Only:**

VIN: ________________________

Miles (km): ________

Technician #: _____________

Advisor #: _______________
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.