



Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: Auxiliary Battery

MODELS: 2007-2011 Chevrolet Silverado
2007-2011 GMC Sierra
2500/3500 Series Equipped with an Auxiliary Battery (TP2)

Vehicles that were involved in Customer Satisfaction Program 10414 and have not had the vehicle repaired have been transferred to this recall.

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

CONDITION

General Motors has decided that a defect which relates to motor vehicle safety may exist in **certain** 2007-2011 model year Chevrolet Silverado and GMC Sierra 2500/3500 series vehicles equipped with an auxiliary battery (TP2). The owner manual for these vehicles does not specify a maximum amperage rating for the auxiliary battery feed to a trailer harness. The auxiliary battery feed is equipped with a fusible link, designed to melt and open-circuit if an electrical overload occurs, in order to prevent damage or a possible fire in the vehicle wiring harness. However, if the fusible link melts in the event of an electrical overload, it may contact adjacent components and damage the electrical center cover, the nearby wiring harness conduit and other vehicle components, causing smoke or flames.

CORRECTION

Dealers are to install a jumper harness with a 40A inline fuse. In addition, dealers are to provide customers with a copy of the Owner Manual supplement. The supplement includes the maximum amperage rating for the auxiliary battery trailer feed with the 40 ampere inline fuse installed.

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 US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. 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 recall 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 recall.

PART INFORMATION

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
22885531	Harness Asm – Aux Bat Wrg	1
11609411	Nut, Hex w/Con Wa	1
19168446	Splice Kit, Wire (can service 3 vehicles)	1

SERVICE PROCEDURE

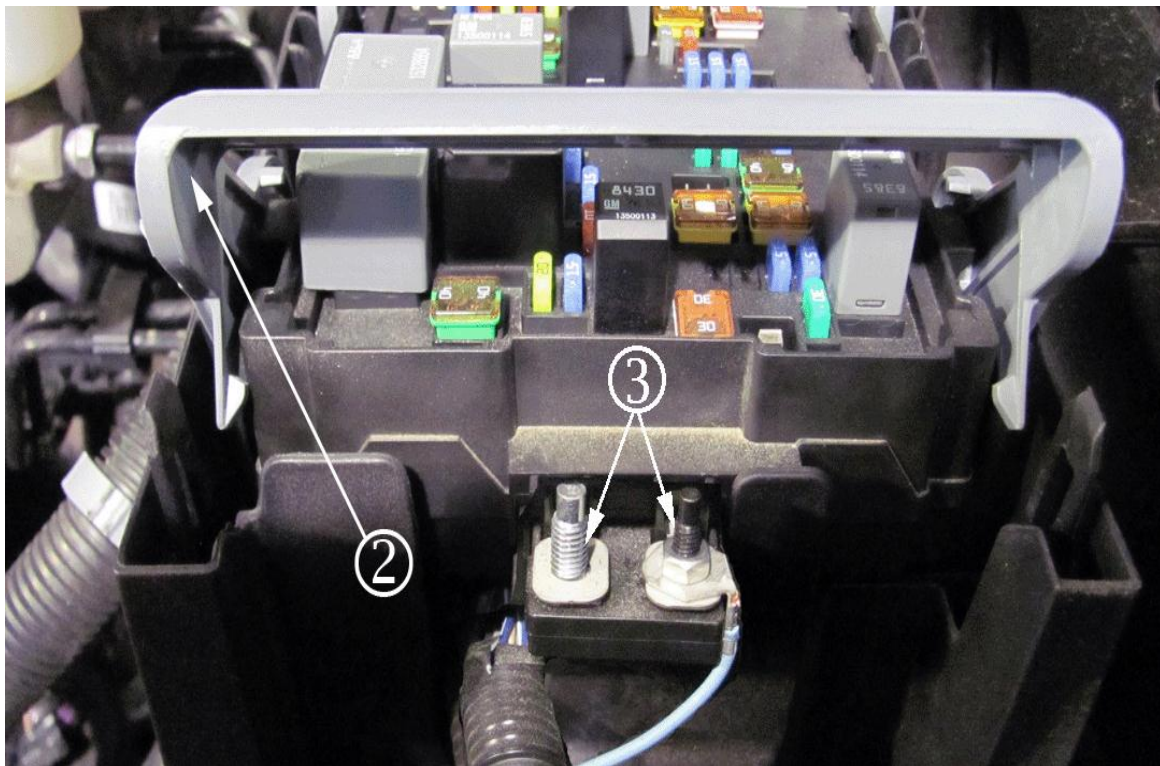
Tools Required

- EL-38125-8, Splice Sleeve Crimping Tool
 - EL-38125-5, Ultra Torch, or equivalent
1. Disconnect battery and auxiliary battery. Refer to *Battery Negative Cable Disconnection and Connection* in SI.
 2. Locate underhood electrical center/junction block and auxiliary battery.



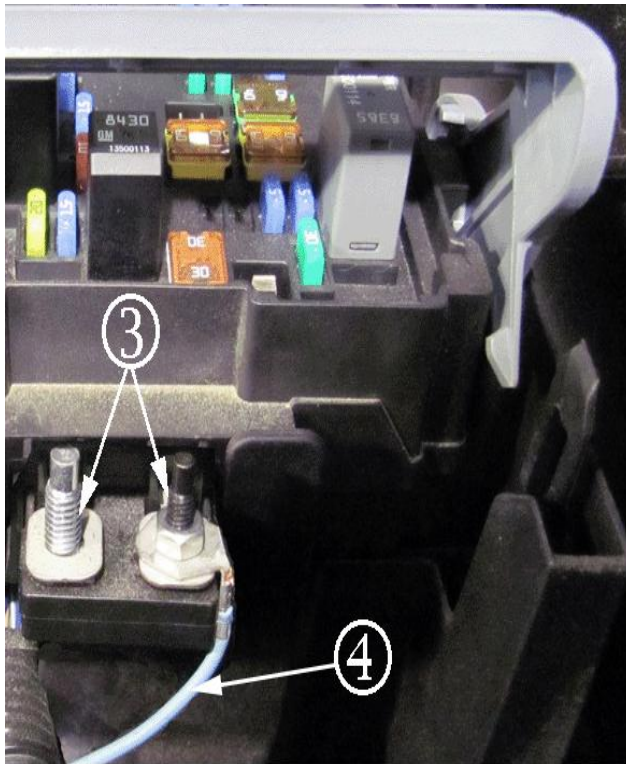
2714663

3. Remove underhood electrical center/junction block cover (1). Refer to *Underhood Electrical Center or Junction Block Replacement* in SI.



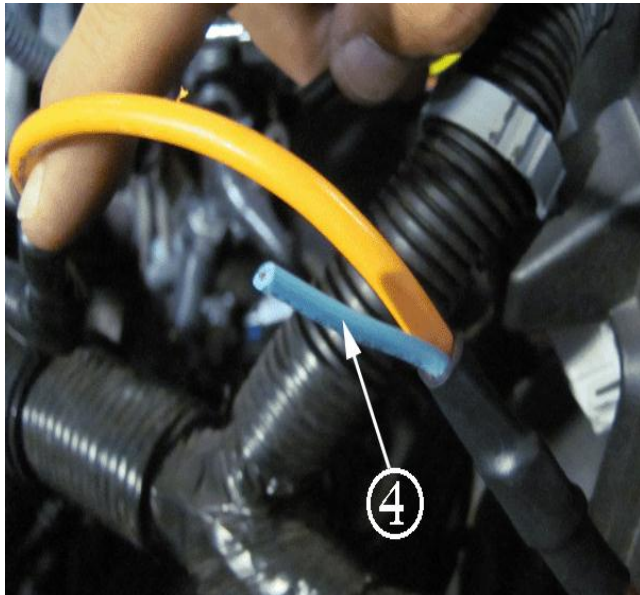
2714665

4. Release underhood electrical center/junction block retainer (2) to gain access to the studs (3).
5. Remove the red wire, if present, from the stud.



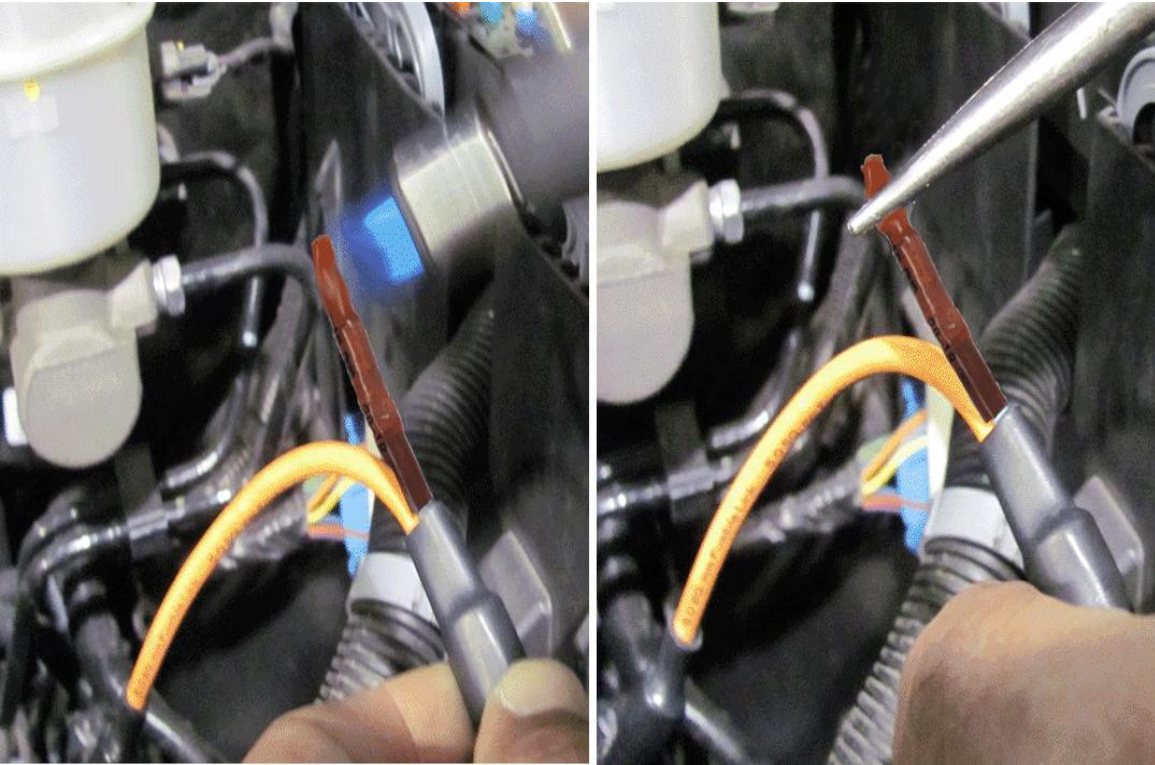
2714631

6. Remove the blue wire (4) from the stud (3).



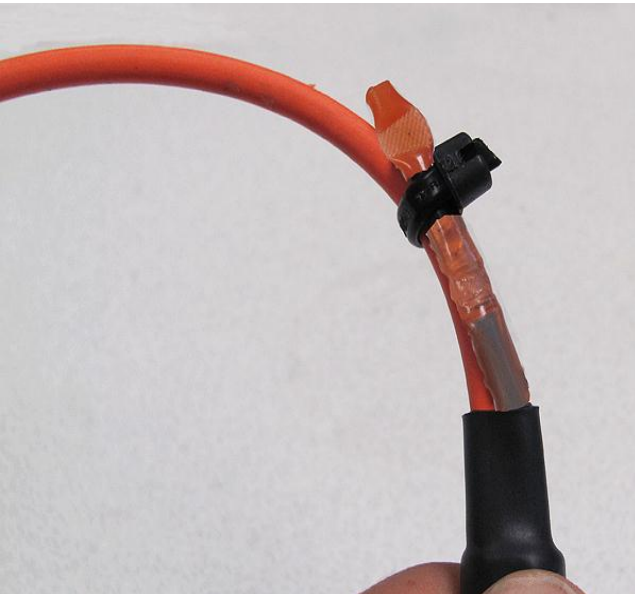
2714633

7. Cut 152 mm (6 in) off of blue wire. Measure from the terminal end of the wire. Leave approximately 25 mm (1 in) of blue wire. Refer to illustration.
8. Strip approximately 5 mm (0.20 in) insulation off of blue wire.



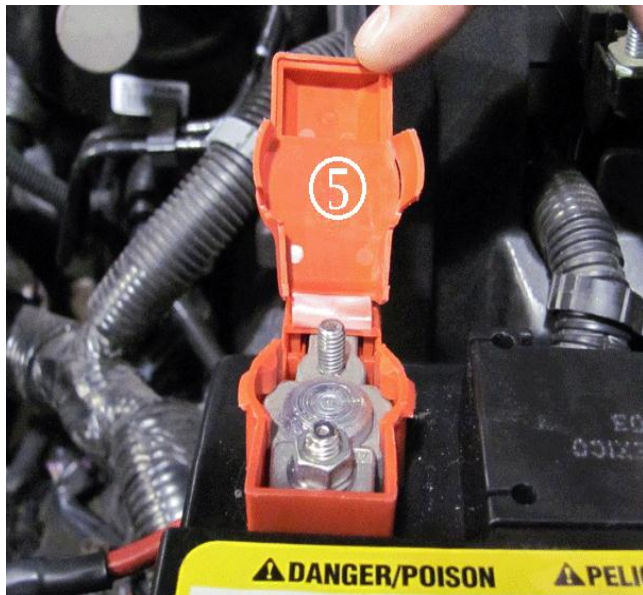
2714653

9. Hand crimp Duraseal Heat Shrink Sleeve to blue wire using *EL-38125-8* Splice Sleeve Crimping Tool and apply heat using an *EL-38125-5* Ultra Torch or equivalent.
10. Pinch the end of the Duraseal Heat Shrink Sleeve with pliers while it is still hot.



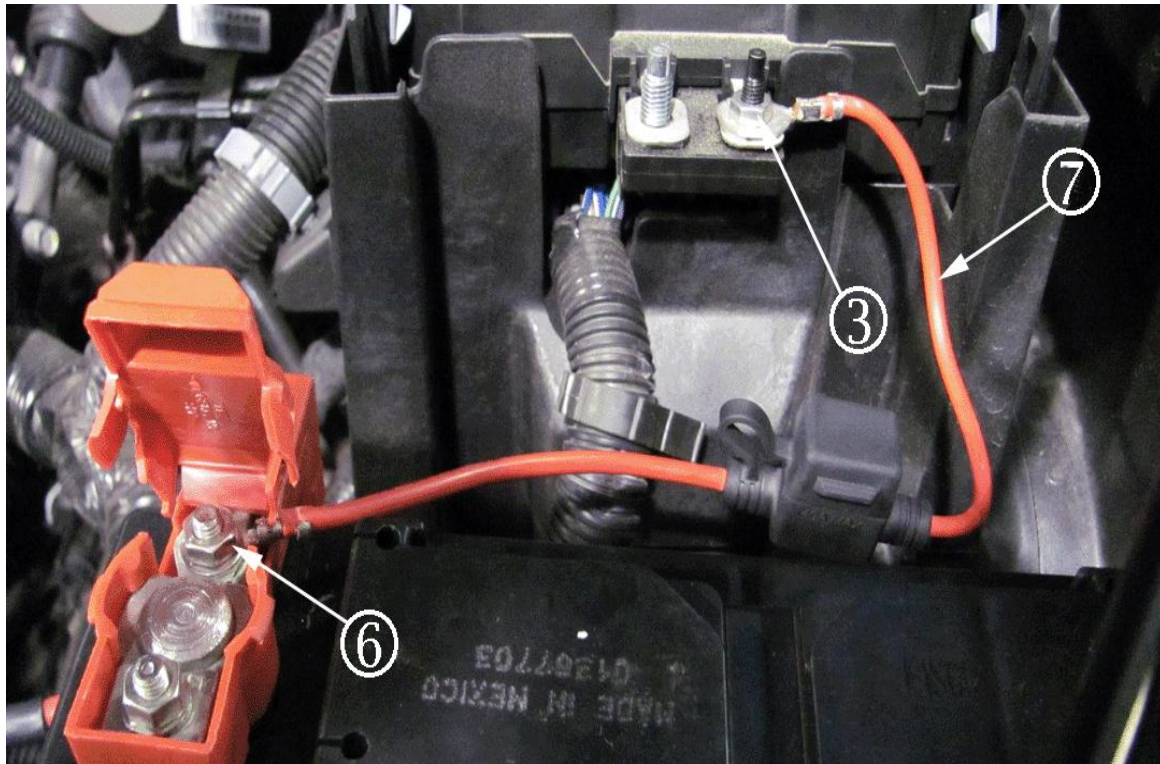
2714650

11. Secure the blue wire to the orange wire with a tie strap.



2714642

12. Open the battery positive terminal cover (5) on the auxiliary battery.



2714636

13. Install one end of the inline J-case fuse jumper (7) to the underhood electrical center/junction block stud (3) and the other end of the J-case fuse jumper (7) to the auxiliary battery stud (6).
14. Install red wire, if present, to underhood electrical center/junction block stud (3).
15. Tighten stud nuts to 10 Nm (89 lb-in).



2714638

16. Press down on the underhood electrical center/ junction block retainer (2) to secure the underhood electrical center/ junction block to the bracket.



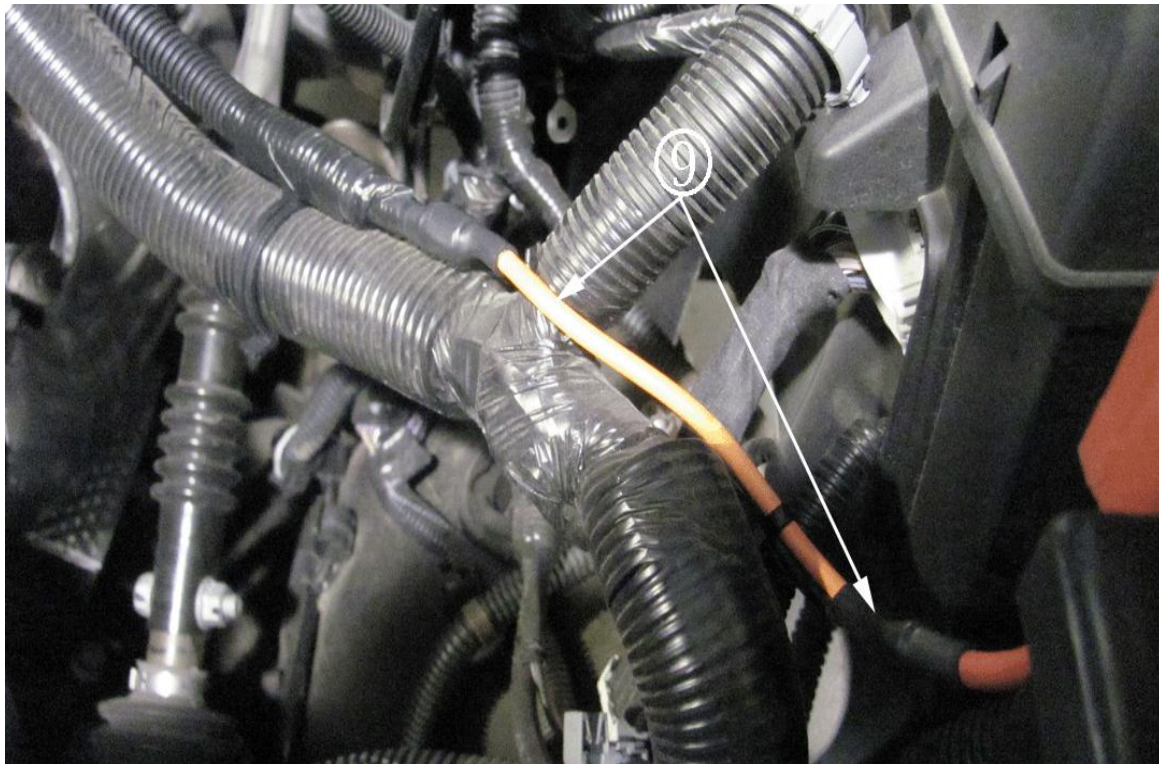
2714647

17. Close the battery positive terminal cover.



2714663

18. Install underhood electrical center/ junction block cover (1). Refer to *Underhood Electrical Center or Junction Block Replacement* in SI.



2714639

19. Ensure the orange wire (9) is routed as shown in the illustration.
20. Install negative battery cable on the battery and auxiliary battery. Refer to *Battery Negative Cable Disconnection and Connection* in SI.
21. Make a copy of the applicable Owner Manual supplement at the back of this bulletin and place in the glove box.

CUSTOMER REIMBURSEMENT - For US

Customer requests for reimbursement of previously paid repairs for the recall condition are to be submitted to the dealer by September 30, 2015, unless otherwise specified by state law. If this is not convenient for the customer, they may mail the completed Customer Reimbursement Request Form and all required documents to the GM Customer Assistance Center.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

When a customer requests reimbursement, they must provide the following:

- A completed Customer Reimbursement Request Form. This form is mailed to the customer or can be obtained through GM GlobalConnect.
- The name and address of the person who paid for the repair.
- Paid receipt confirming the amount of the repair expense, a description of the repair, and the person or entity performing the repair.

IMPORTANT: GM requires dealers to approve or deny a reimbursement request within 30 days of receipt. If a reimbursement request is approved, the dealer should immediately issue a check to the customer and submit an appropriate warranty transaction for the incurred expense. If a reimbursement request is denied, the dealer MUST provide the customer with a clear and concise explanation, in writing, as to why the request was denied. The bottom portion of the Customer Reimbursement Request Form may be used for this purpose. If the denial was due to missing documents, the customer can resubmit the request when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Warranty transactions for customer reimbursement of previously paid repairs are to be submitted as required by GM Global Warranty Management. Additional information can also be found in Warranty Administration Bulletin 11-00-89-004.

CUSTOMER REIMBURSEMENT - For Canada and Export

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by September 30, 2015.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

COURTESY TRANSPORTATION – For US and Canada

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.

Note: To avoid having to "H" route the customer reimbursement transaction for approval, it must be submitted prior to the repair transaction.

Labor Code	Description	Labor Time	Net Item
9100768	Junction Block to Auxiliary Battery Wire Repair	0.4	*
9100769	Customer Reimbursement Approved	0.2	**
9100770	Customer Reimbursement Denied - For US dealers only	0.1	N/A

Note: Customer reimbursement will not close this recall. The service procedure must also be performed on the vehicle.

* The amount identified in "Net Item" should represent the actual sum total of the current GMCC&A Dealer net price for the wire splice needed to perform the required repairs, not to exceed \$1.91 USD, \$1.97 CAD, plus applicable Mark-Up or Landed Cost (for Export).

** The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.

CUSTOMER NOTIFICATION – For US and Canada

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

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act.

DEALER RECALL RESPONSIBILITY – For US and Export (US States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer

has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

DEALER RECALL RESPONSIBILITY – All

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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. Recall 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 recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.



IMPORTANT SAFETY RECALL

August 2014

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2007-2011 model year Chevrolet Silverado and GMC Sierra 2500/3500 series vehicles equipped with an auxiliary battery. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- This notice applies to your 2007-2011 model year Chevrolet Silverado or GMC Sierra 2500/3500 series vehicles equipped with an auxiliary battery, **VIN**_____.
- Your vehicle is involved in GM safety recall 14260.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Our records indicate that your vehicle was involved in Customer Satisfaction Program 10414 but was never serviced and has not been repaired and so we are including your vehicle in this safety recall.

The owner manual for vehicles with an auxiliary battery does not specify a maximum amperage rating for the auxiliary battery feed to a trailer harness. The auxiliary battery feed is equipped with a fusible link, designed to melt and open-circuit if an electrical overload occurs, in order to prevent damage or a possible fire in the vehicle wiring harness. However, if the fusible link melts in the event of an electrical overload, it may contact adjacent components and damage the electrical center cover, the nearby wiring harness conduit and other vehicle components, causing smoke or flames.

What will we do?

Your GM dealer will install a jumper harness with a 40A inline fuse. In addition, your dealer will provide you with a copy of an Owner Manual supplement. The supplement includes the maximum amperage rating for the auxiliary battery trailer feed with the 40 ampere inline fuse installed. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 25 minutes.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Did you already pay for this repair?

Even though you may have already had this repairs completed for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have paid for repairs for the recall condition and have not already submitted for reimbursement, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by September 30, 2015, unless state law specifies a longer reimbursement period.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 14V407.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jim Moloney
General Director,
Customer and Relationship Services

Enclosure
GM Recall #14260

Supplement to the 2007-2011 Silverado/Sierra and 2011 Sierra Denali Owner Manual

This information replaces the information located under Towing a Trailer for 2007-2010 model years and under Towing Equipment for 2011 model year.

Auxiliary Battery

The auxiliary battery provision can be used to supply electrical power to additional equipment that may be added, such as a slide-in camper. If the vehicle has this provision, this relay will be located on the driver side of the vehicle, next to the underhood electrical center.

Be sure to follow the proper installation instructions included with any electrical equipment that is installed.

Notice: Leaving electrical equipment on for extended periods will drain the battery. Always turn off electrical equipment when not in use and do not use equipment that exceeds the maximum amperage rating of 40 amperes for the auxiliary battery provision.

Supplément au Guide du propriétaire Silverado/Sierra 2007-2011 et Sierra Denali 2011

Cette information remplace l'information située sous traction de remorque pour les modèles des années 2007-2010 et sous équipement de remorquage pour le modèle de l'an 2011.

Batterie auxiliaire

La prédisposition de batterie auxiliaire peut être utilisée pour fournir une alimentation électrique à un équipement supplémentaire qui peut être ajouté tel qu'une cellule de camping. Si le véhicule possède cette prédisposition, ce relais sera placé du côté conducteur du véhicule, près du centre électrique du compartiment moteur.

Bien suivre les directives de pose qui accompagnent tout matériel électrique posé.

Avis: Laisser l'équipement électrique en fonction pendant de longues périodes déchargera la batterie. Toujours éteindre l'équipement électrique lorsqu'il n'est pas utilisé et ne pas utiliser d'équipement dont l'intensité nominale est supérieure à 40 ampères ce que peut fournir la charge auxiliaire de batterie.