



Program Bulletin



CUSTOMER SATISFACTION PROGRAM

SUBJECT: Auxiliary Battery Power Not Available

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

Due to part availability, this program is being administered in phases. The first phase will include 2007 and 2008 model year vehicles.

CONDITION

The Owner Manual for 2007-2011 model year Chevrolet Silverado and GMC Sierra 2500 and 3500 Series vehicles equipped with an auxiliary battery (TP2) does not specify a maximum amperage rating for the auxiliary battery feed to the trailer harness. A maximum amperage rating of the battery feed is not specified because it can vary depending on underhood temperatures. An electrical overload of the auxiliary battery feed may cause the underhood fusible link to melt and open-circuit, as designed, to prevent damage or a possible fire in the vehicle wiring harness. The fusible link is located near the underhood electrical center. If the fusible link melts due to an electrical overload, it may cause thermal damage to the electrical center cover and/or to the nearby wiring harness conduit.

CORRECTION

Dealers are to replace the current fusible link with an inline 40 ampere fuse for the auxiliary battery feed. In addition, dealers are to provide customers with a copy of the Owner Manual supplement found at the back of this bulletin. The supplement includes the maximum amperage rating for the auxiliary battery trailer feed with the 40 ampere inline fuse installed.

VEHICLES INVOLVED

Involved are **certain** 2007-2011 model year Chevrolet Silverado and GMC Sierra 2500 and 3500 Series vehicles equipped with an auxiliary battery (TP2).

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Required Field Actions section in the Global Warranty Management system. Not all vehicles may be involved.

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 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

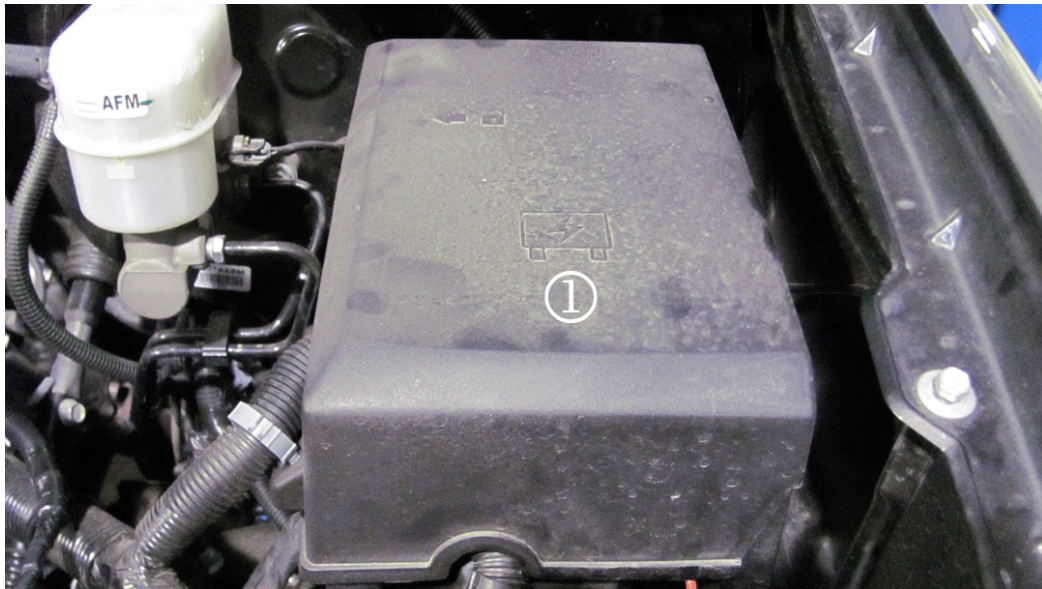
Parts required to complete this program are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be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

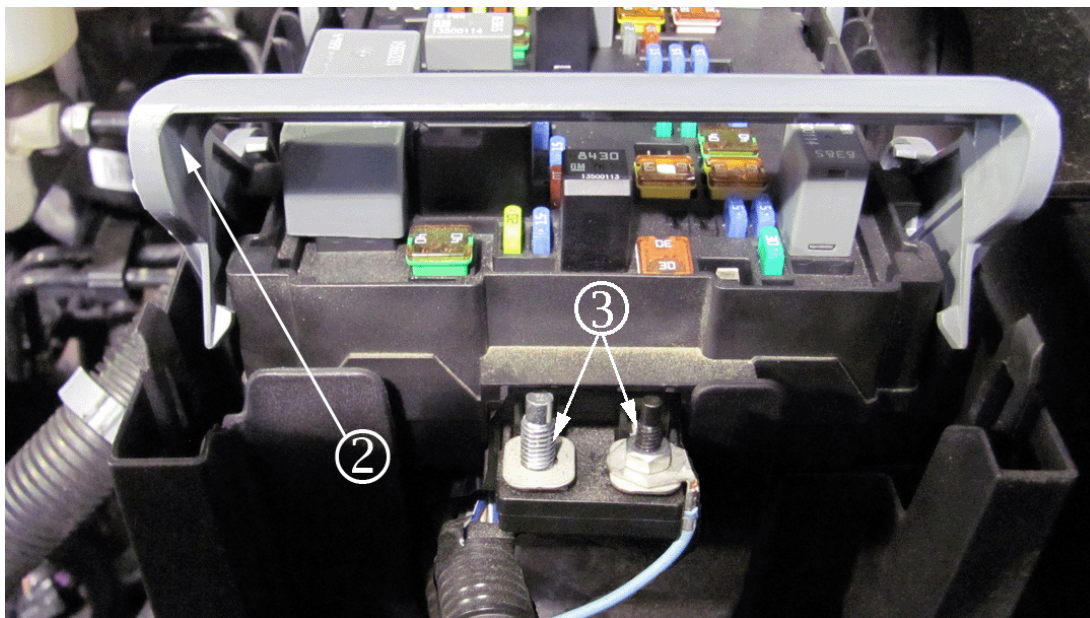
SERVICE PROCEDURE

Tools Required

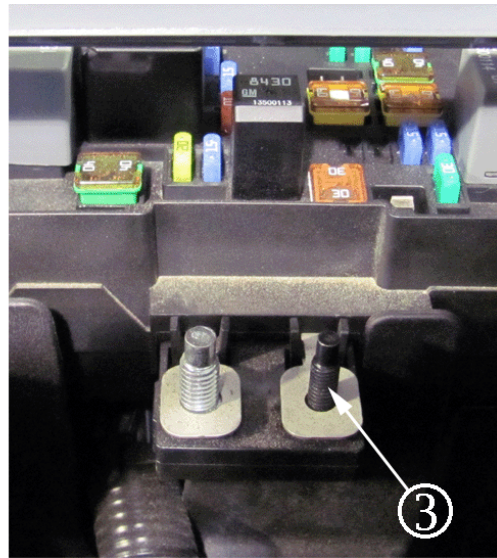
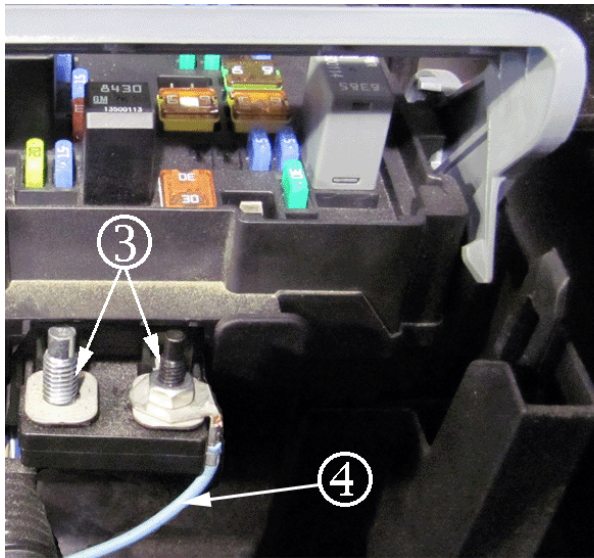
- EL-38125-8, Splice Sleeve Crimping Tool
 - EL-38125-5, Ultra Torch, or equivalent
1. Disconnect battery and auxiliary battery. Refer to *Battery Negative Cable Disconnection and Connection* in SI.
 2. Locate underhood electrical center/junction block and auxiliary battery.



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

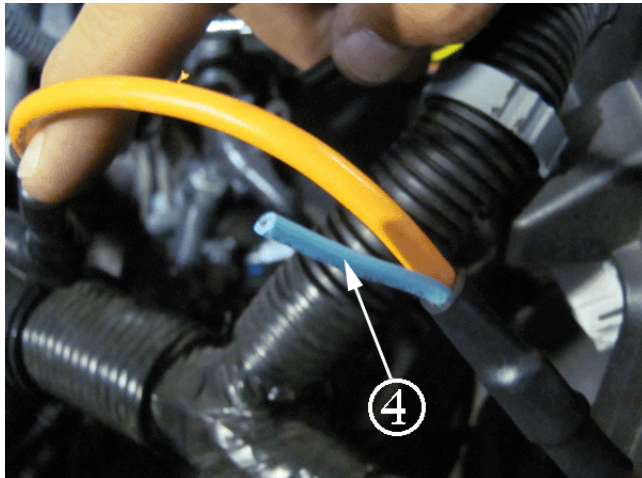


4. Release underhood electrical center/junction block retainer (2) to gain access to the studs (3).
5. Remove the red wire, if present, from the stud.



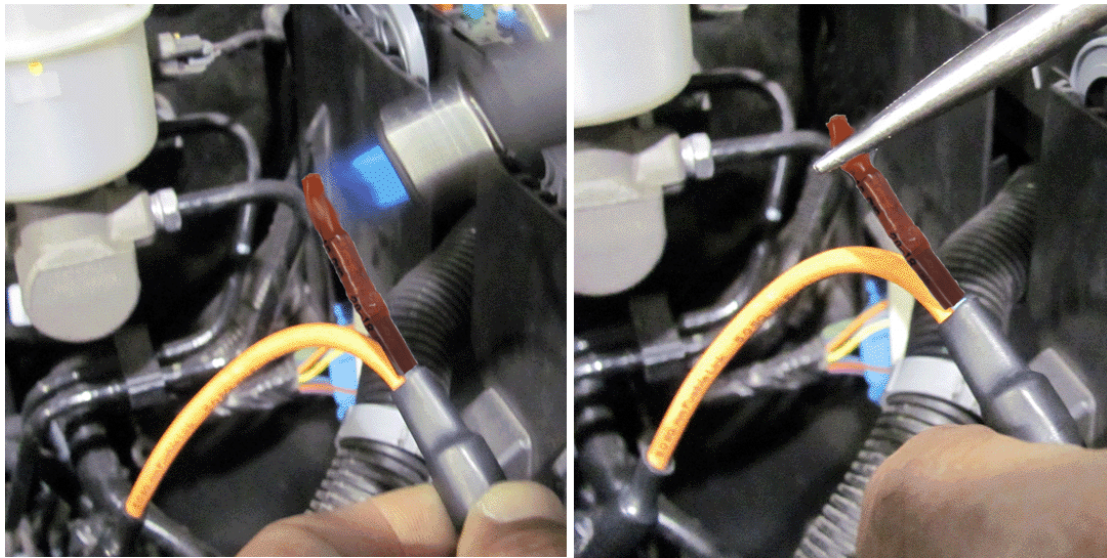
2714631

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



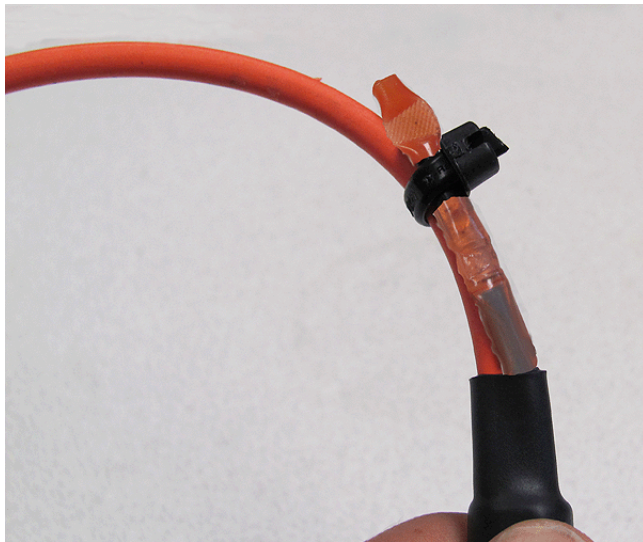
2714633

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.

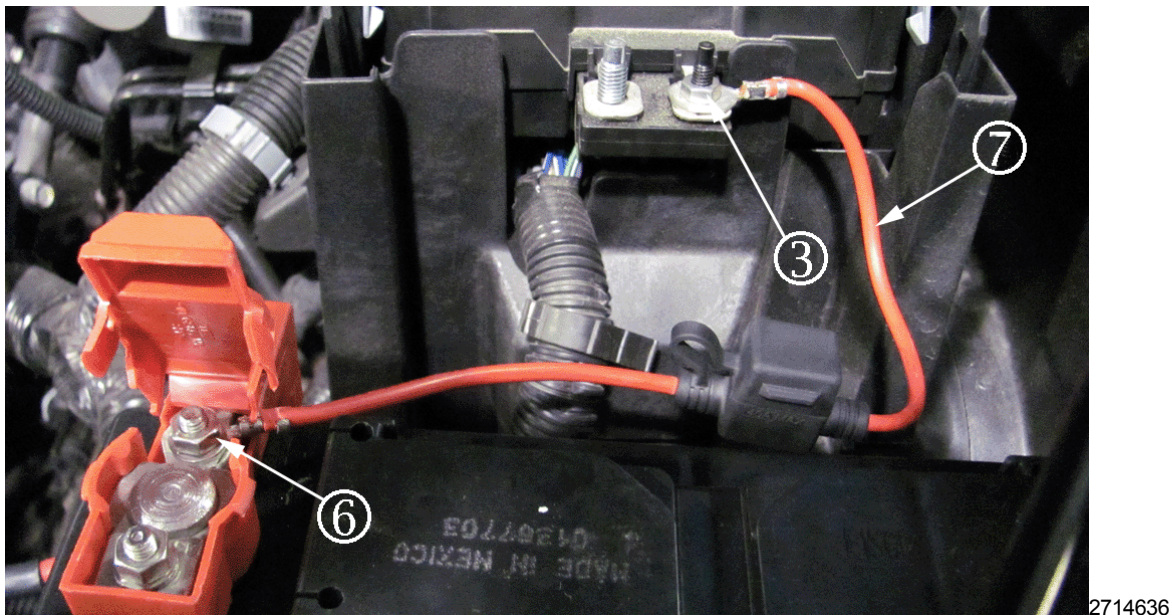


2714650

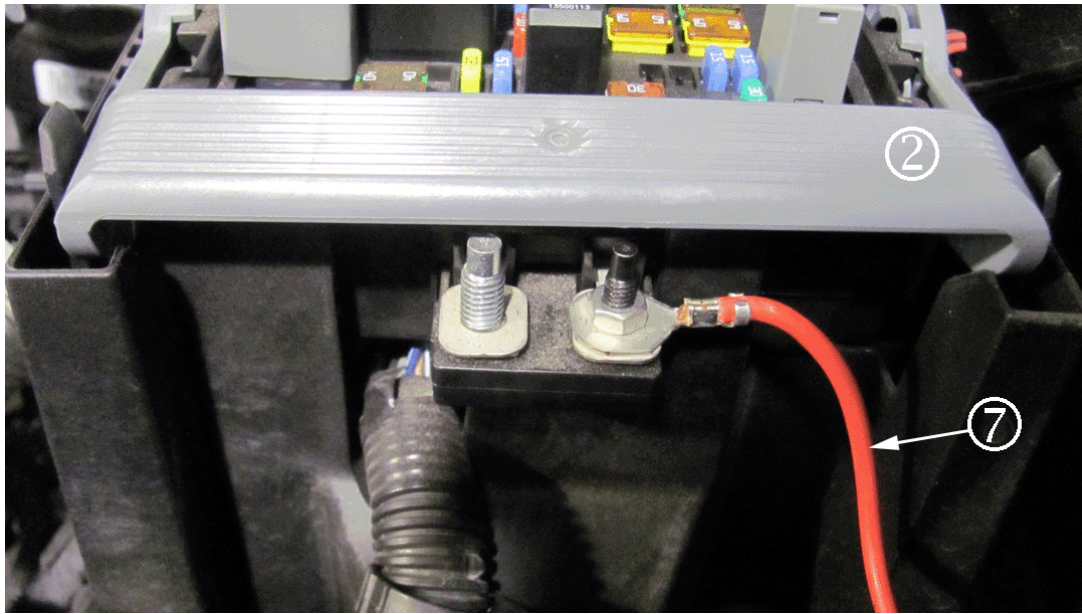
- 11. Secure the blue wire to the orange wire with a tie strap.



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

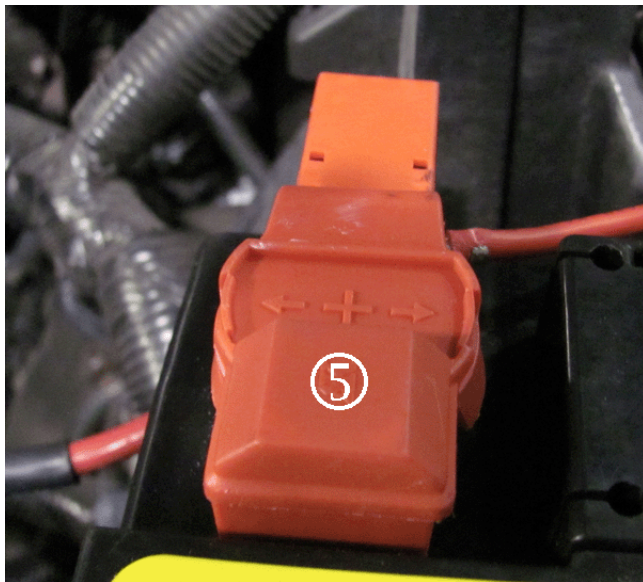


13. Install one end of the inline J-case fuse jumper (7) to the underhood electrical center/junction block stud (3) and the other end of the J-case fuse jumper (7) to the auxiliary battery stud (6).
14. Install red wire, if present, to underhood electrical center/junction block stud (3).
15. Tighten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



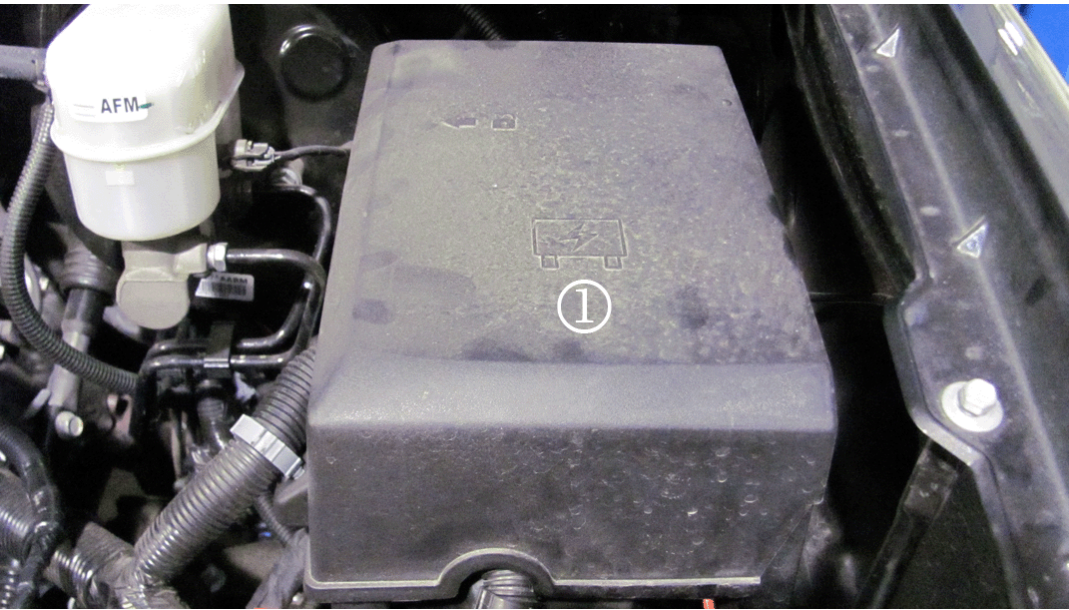
2714638

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



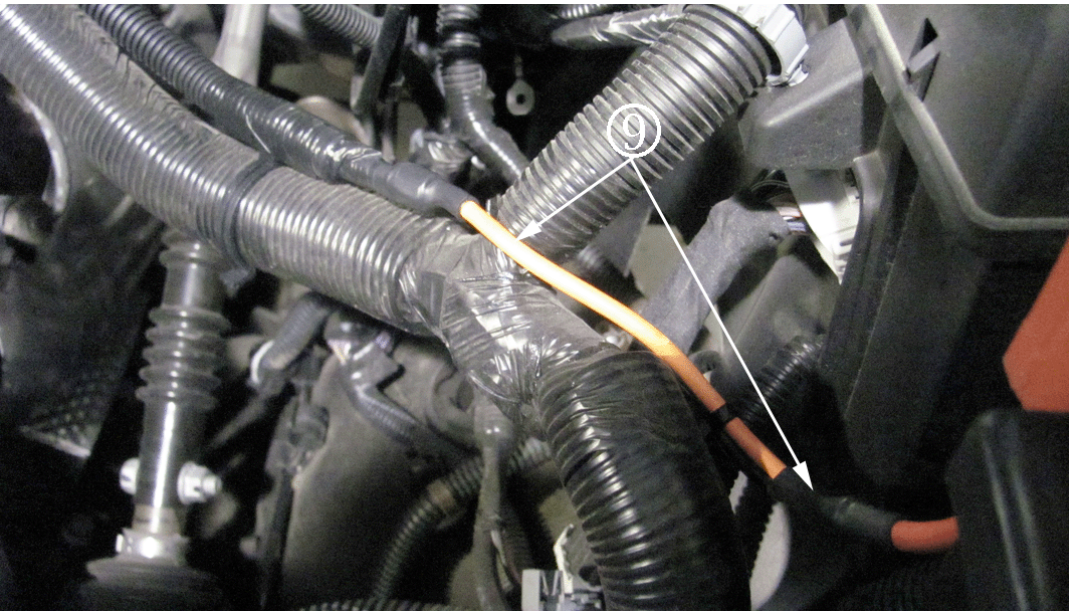
2714647

- 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 February 28, 2013, unless otherwise specified by state law. If this is not convenient for the customer, they may mail the completed form and all required documents to the GM Customer Assistance Center.

All reasonable customer paid receipts should be considered for reimbursement. The amount to be reimbursed will be limited to the amount the repair would have cost if completed by an authorized General Motors dealer.

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: If a reimbursement request is denied, dealers **MUST** provide the customer with an explanation, in writing, as to why the request was denied. GM expects all reimbursement requests to be approved or denied within 30 days of receipt. If the denial was due to missing documents, the customer can resubmit when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Claims for customer reimbursement on previously paid repairs are to be submitted as required by GWM.

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 February 28, 2013.

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.

If the work was done by someone other than a GM dealership, the amount of reimbursement will be limited to the amount that the repair would have cost GM to have it completed by a GM dealership.

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.

Labor Code	Description	Labor Time	Net Item
V2483	Junction Block to Auxiliary Battery Wire Repair	0.4	*
V2484	Customer Reimbursement Approved	0.2	**
V2485	Customer Reimbursement Denied - For US dealers only	0.1	N/A

* The amount identified in "Net Item" should represent the actual sum total of the current GMCC&A dealer net price for 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 program 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. For owners outside these areas, dealers should notify customers using the attached sample letter.

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, 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 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 in the future, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



February 2012

Dear General Motors Customer:

Your 2007-2011 model year Chevrolet Silverado or GMC Sierra Owner Manual does not specify a maximum amperage rating for the auxiliary battery feed to the trailer harness.

A maximum amperage rating of the battery feed is not specified because it can vary depending on underhood temperatures. An electrical overload of the auxiliary battery feed may cause the underhood fusible link to melt and open-circuit, as designed, to prevent damage or a possible fire in the vehicle wiring harness. The fusible link is located near the underhood electrical center. If the fusible link melts due to an electrical overload, it may cause thermal damage to the electrical center cover and/or to the nearby wiring harness conduit.

Your satisfaction with your vehicle is very important to us, so we are announcing a program to prevent this condition.

What We Will Do: Your GM dealer will replace the current fusible link with an inline 40 ampere fuse for the auxiliary battery feed. In addition, your dealer will provide you with an Owner Manual supplement that 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**.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

Reimbursement: If you have paid for repairs for the condition described in this letter, please complete the enclosed 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 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 February 28, 2013, unless state law specifies a longer reimbursement period. Even though you may have already had this condition corrected, you will still need to take your vehicle to your dealer for additional repairs.

If you have any 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	

Courtesy Transportation: If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner Manual and your dealer for details on Courtesy Transportation.

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Jim Moloney
General Director,
Customer and Relationship Services

Enclosure
10414

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.