



Service Bulletin



SERVICE UPDATE

SUBJECT: Service Update for Inventory Vehicles Only
Fuse Block Retention
Expires February 28, 2016

MODELS: 2015 Chevrolet Silverado HD
2015 GMC Sierra HD
Equipped With 220 Amp Generator (KW5)

Vehicles involved in this service update were placed on stop delivery February 3, 2014. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and can be delivered to the customer.

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.

This service update involves vehicles in dealer inventory only and expires February 28, 2016.

PURPOSE

This bulletin provides a service procedure to ensure that the fuse block, located on top of the passenger side shock tower in the engine compartment, is properly retained on certain 2015 model year Chevrolet Silverado and GMC Sierra HD vehicles equipped with a 220 amp generator (KW5). The retention clips that attach the fuse block to the body can become loose allowing the fuse block to move out of position. If this occurs, exposed conductors in the fuse block may contact the mounting studs causing a short to ground event and possibly an engine compartment fire.

This service procedure should be completed on involved vehicles currently in dealership inventory as soon as possible but no later than February 28, 2016, at which time this bulletin will expire.

VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is

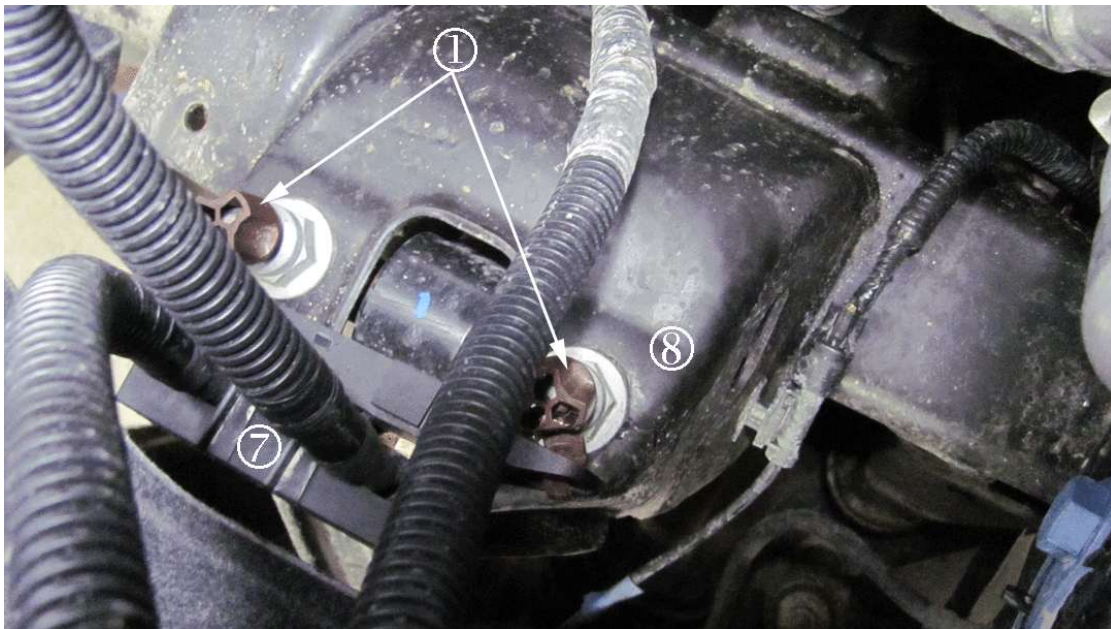
important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

Additionally, a list of involved vehicles currently in dealer inventory is available on the "Service Update Bulletin Information" link under the "Service" tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin.

PART INFORMATION

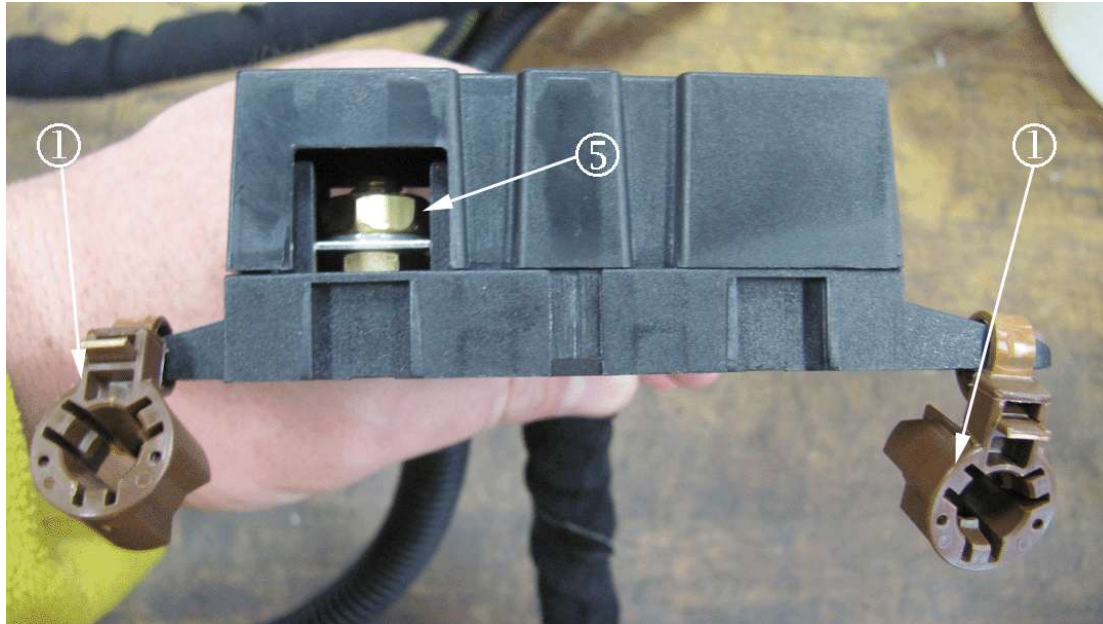
The parts required to complete this service update will be shipped at **no charge** to involved dealers of record by the GM Warranty Parts Center. This shipment is scheduled for February 6, 2014. The involved kit number is WPC744. Kits will be shipped via UPS Next Day Air. Each kit contains two black barrel clips, two black tie straps, one black polyolefin side window shield and one black polyolefin bottom shield. One kit is required per vehicle. If necessary, additional kits may be ordered from the GM Warranty Parts Center. Dealers must use the request form included with this bulletin. **Do not order from GMCCA.**

SERVICE PROCEDURE



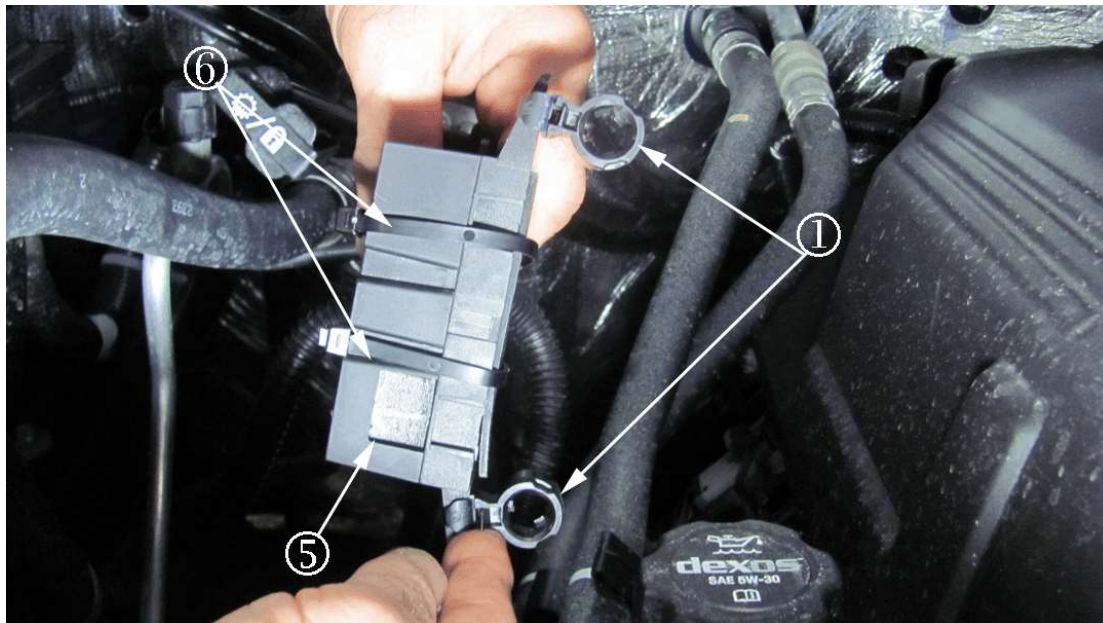
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1. Open the hood and locate the fuse block housing assembly. The fuse block housing assembly (7) is located on the right (passenger) side shock tower (8) in the engine compartment.
2. Determine if the fuse block housing assembly rework has been performed.



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- A fuse block housing assembly that has NOT been reworked will have two brown clips (1) that secure the fuse block housing assembly to the shock tower studs. The fuse block housing cover will also NOT have a black polyolefin side window shield (5) or a black polyolefin bottom shield that is secured to the fuse block housing assembly with two black tie straps. **If the fuse block housing assembly rework has NOT been performed, perform the rework procedure in this bulletin. Proceed to step 3.**



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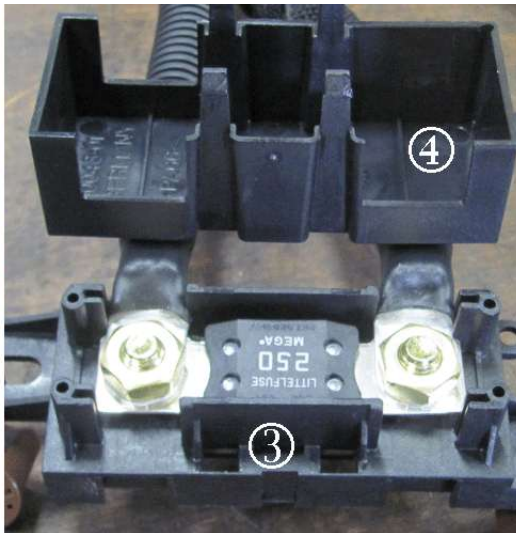
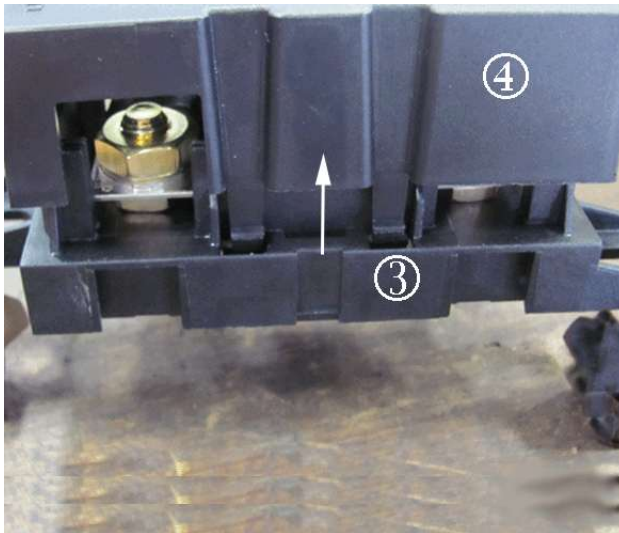
- A reworked fuse block housing assembly will have two black clips (1) that secure the fuse block housing assembly to the shock tower studs. The fuse block housing cover will also have a black polyolefin side window shield (5) and the bottom of the fuse block housing will have black polyolefin bottom shield that is secured to the housing assembly with two black tie straps (6). **If the rework has been completed, no further action is required.**
3. Disconnect the negative battery cable. Refer to Battery Negative Cable Disconnection and Connection in SI.



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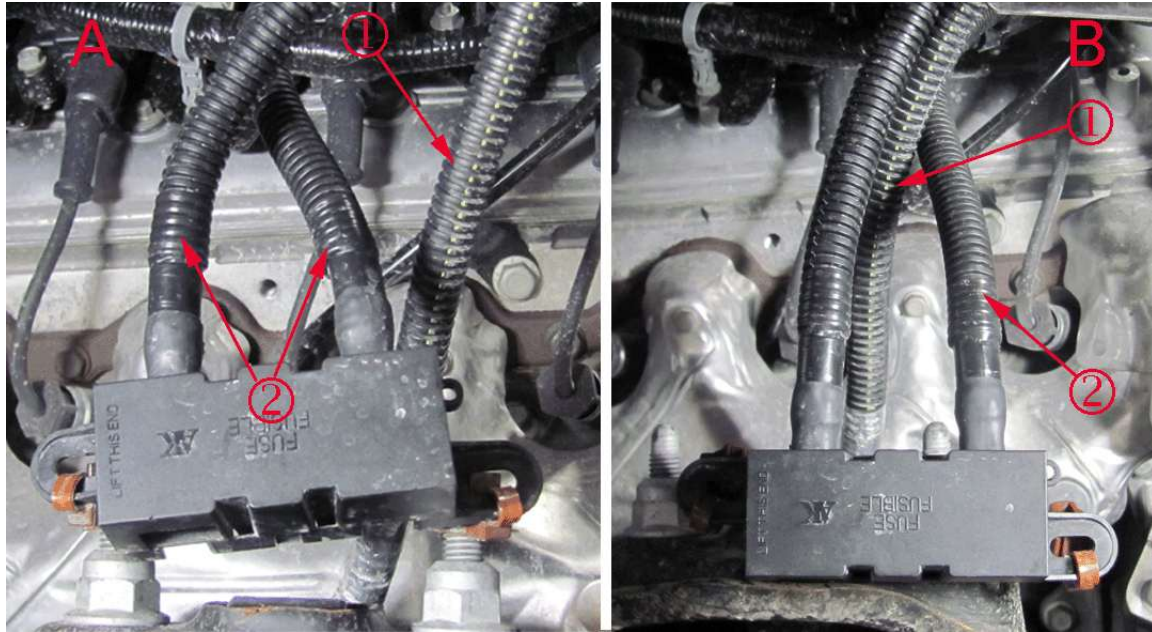
Note: Review the current orientation of the brown clips (1) on the fuse block. Ensure the black clips are installed in the same orientation as the brown clips were installed.

4. Remove the brown clips (1) from the fuse block using wire cutters or similar tool.
5. Discard the brown clips.
6. Install the black clips onto the fuse block.



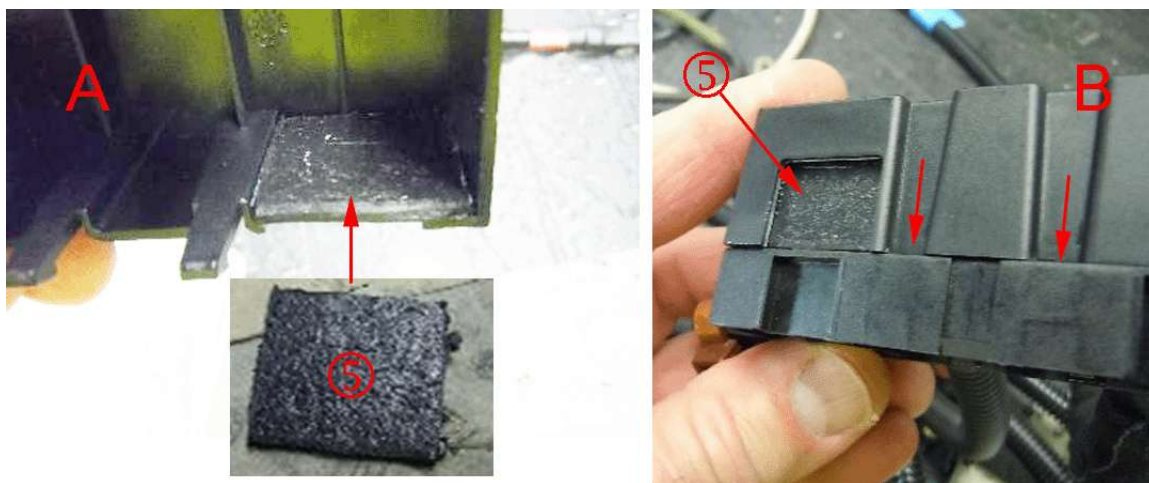
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7. Remove the fuse block housing assembly cover (4) from the base of the fuse block (3). The cover (4) is held secure by four small cleats.



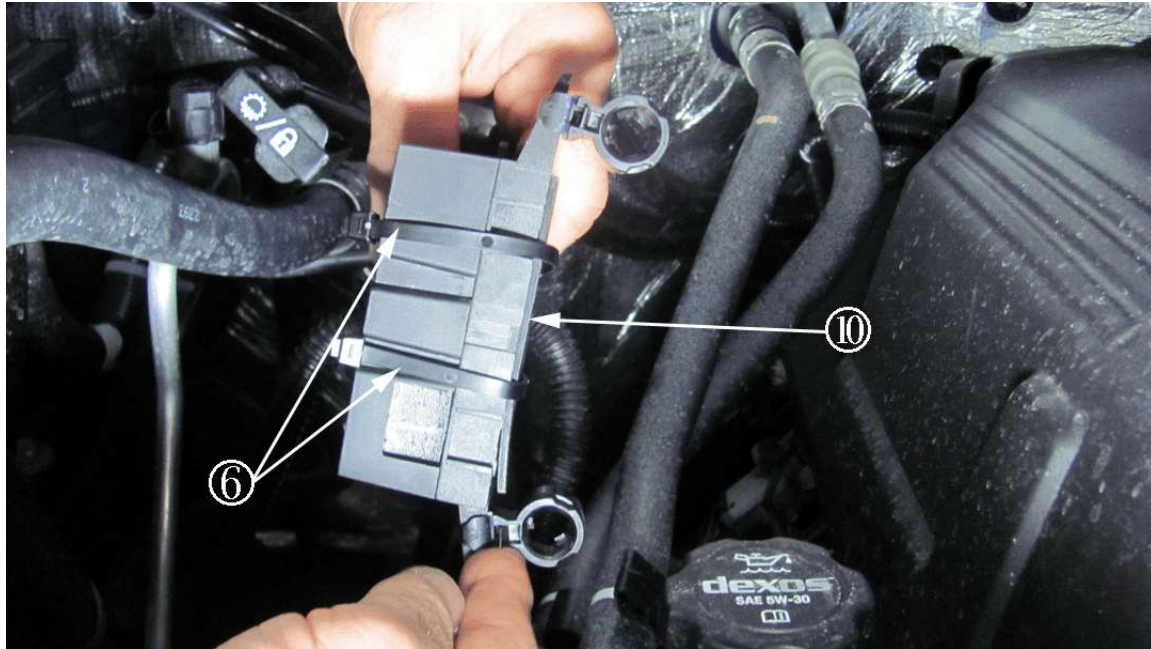
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8. Determine if the cable routing is correct. The starter cable (1) routes forward of the other two fuse-center cables (2).
- If the cable routing is correct, proceed to step 9. Refer to the 'A' portion of the photograph for the correct routing of the cables. The starter cable (1) is forward of the two fuse center cables.
 - If the cable routing is NOT correct, unfasten the fuse center cable (2) that is to the right of starter cable (1). Refer to the 'B' portion of the photograph to view the incorrect routing of the cables. The starter cable (1) is routed in between the two fuse center cables. Reroute the right fuse center cable (2) to ensure the starter cable (1) is routed forward of the two center fuse cables. Next, re-install the fuse center cable (2) to the fuse block. Proceed to step 9 after correcting the cable routing.



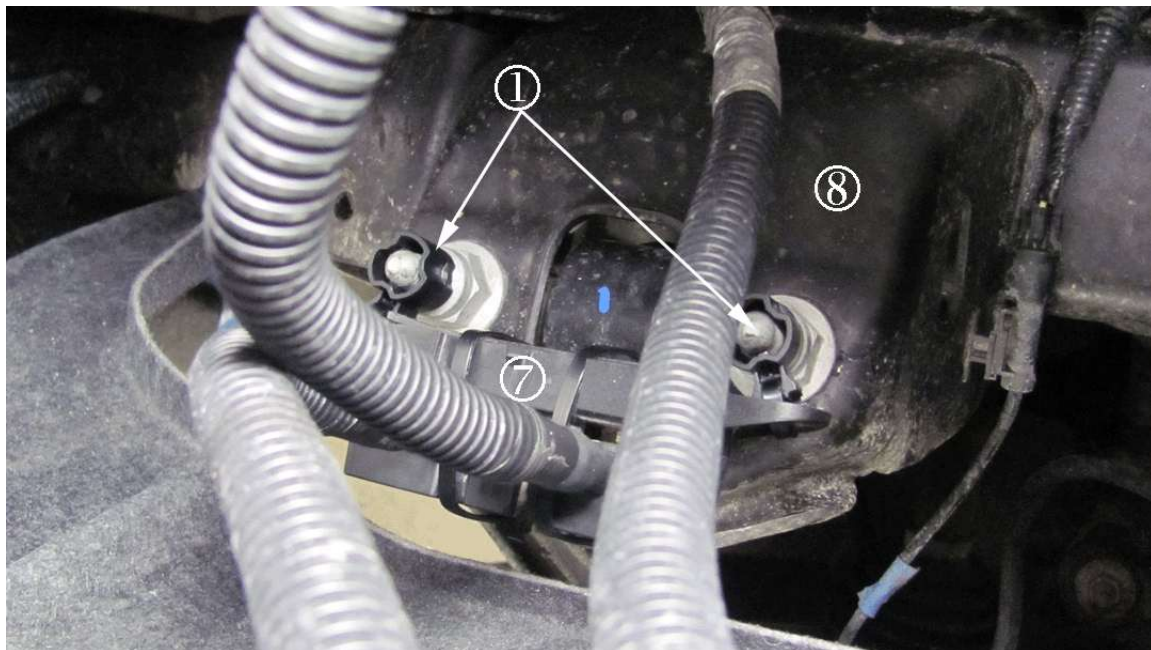
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9. Insert a 23 x 26 mm (0.90 in x 1 in) black polyolefin shield inside the fuse block cover in the fuse block cover window area (5) as shown in the 'A' portion of the photograph.
10. Snap the fuse cover over the fuse block base as shown in the 'B' portion of the photograph. This will wedge the black polyolefin shield into place and close off the side fuse cover window (5).



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11. Place a 38 x 100 mm (1.5 in x 3.9 in) black polyolefin shield (10) over the bottom of the fuse block.
12. Secure the black polyolefin shield (10) to the bottom side of the fuse block using the two tie straps (6).
13. Pull the tie straps (6) tightly to secure the shield to the bottom side of the fuse block.
14. Cut the excess tail from the tie straps.



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15. Secure the black clips on the fuse block housing assembly to the shock tower studs.
16. Connect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.

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
9100358	Fuse Block Inspection Only (No Further Action Required)	0.2
9100359	Fuse Block Inspection and Repair Add: Route Cable	0.5* 0.1

* Repair kit provided at no charge. Do not submit for part cost.

DEALER PROGRAM RESPONSIBILITY

Dealers must take the steps necessary to ensure that the service update correction has been made to all involved vehicles in dealer inventory before selling or dealer-trading the vehicle, but no later than February 28, 2016.



MISSING INFORMATION WILL DELAY OR PREVENT THE PART FROM BEING SHIPPED
Part Request Form — Warranty Parts Center

Use this form **ONLY** for U.S. & Canada Dealers. Export markets & Mexico Dealers must contact their regional Technical Assistance Center for assistance.

To: Warranty Parts Center

"E-Mail" warrantypartscenterusa@gm.com

or **WPC Fax #: 248-371-0192**

Attn: Amina Winfrey

Part Being Requested: **SERVICE UPDATE BULLETIN 14034 – WPC744**

Dealer BAC (U.S.) / Dealer Code (Canada):

Dealer Name:

Dealer Address:

Dealer Contact Person:

Dealer Phone Number:

Repair Order Number:

Vehicle VIN:

IMPORTANT: If you do not receive the part within 2 business days after emailing or faxing your part request to the Warranty Parts Center, please call WPC Customer Assistance at 248-371-9901/9902.

GM CUSTOMER CARE AND AFTERSALES
DCS3130
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 6, 2014

Subject: 14034 – Service Update Bulletin
Fuse Block Retention
Release From Stop Delivery

Models: 2015 Chevrolet Silverado HD
2015 GMC Sierra HD
Equipped with 220 Amp Generator (KW5)

To: All Chevrolet and GMC Dealers

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

General Motors is announcing Service Update Bulletin 14034 today. The total number of U.S. vehicles involved is 492. Please see the attached bulletin for details.

Some of the vehicles involved in this service update were placed on stop delivery February 3, 2014. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and can be delivered to the customer.

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.

The parts required to complete this service update are being shipped today at no charge to involved dealers of record by the GM Warranty Parts Center. The involved kit number is WPC744. The kits are being shipped via UPS Next Day Air and should be arriving at dealers tomorrow. One kit is required per vehicle.

The attached file provides the Vehicle Identification Number (VIN) of each involved vehicle. It is sorted by dealer Business Associate Code (BAC) for easy reference. If your dealership's BAC is not listed, then none of the involved vehicles are currently assigned to you. Next to each VIN, in the third column, is the vehicle's transit status. If it states "At Dealer" or "Released to Dealer", a repair kit is being shipped to the dealer. If it states

“In Transit Hold”, the vehicle was repaired at the assembly plant and a repair kit is not being shipped to the dealer.

Global Warranty Management (GWM)

The Investigate Vehicle History screen in GWM will be updated on February 7, 2014.

Service Update Bulletin (SUB) Information Link

The SUB Information Link in GlobalConnect will be updated in the near future.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES

GM CUSTOMER CARE AND AFTERSALES
DCS3128
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 3, 2014

Subject: Stop Delivery Order

Models: 2015 Chevrolet Silverado HD
2015 GMC Sierra HD

To: All Chevrolet and GMC Dealers

Attention: Dealer, Dealer Principal, General Manager, General Sales
Manager, New Vehicle Sales Manager, Parts and Service Director,
and Service Manager

STOP DELIVERY ORDER

Effective immediately, stop the delivery of certain 2015 model year Chevrolet Silverado and GMC Sierra HD vehicles. The attached file provides the Vehicle Identification Number (VIN) of each involved vehicle. It is sorted by dealer Business Associate Code (BAC) for easy reference. If your dealership's BAC is not listed, then none of the involved vehicles are currently assigned to you and no further action is required.

All 2015 model year Chevrolet Silverado and GMC Sierra HD vehicles that are in dealer inventory and listed in the attached file must be held and not delivered to customers, dealer traded, or used for demonstration purposes until further instructions are received.

All other 2015 model year Chevrolet Silverado and GMC Sierra HD vehicles in dealer inventory that are not listed in the attached file are not restricted from sale or delivery.

Instructions for releasing the involved vehicles from this stop delivery will be provided in the near future.

Please do not call GM Technical Assistance.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES