

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