

GM CUSTOMER CARE AND AFTERSALES
DCS3150
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 7, 2014

Subject: Vehicles Shipped without Electric Brake Controller Wire Harness

Models: 2014 Chevrolet Silverado and GMC Sierra
2015 Chevrolet Suburban and
Tahoe; GMC Yukon and Yukon XL

To: All Cadillac, Chevrolet, and GMC Dealers

Attention: General Sales Manager, New Vehicle Sales Manager

Certain 2014 Chevrolet Silverado and GMC Sierra; 2015 Chevrolet Suburban and Tahoe, and GMC Yukon and Yukon XL vehicles, equipped with the trailering package (RPO Z82 without RPO JL1), were shipped to dealers without the electric brake controller wire harness. The missing harnesses are being shipped to dealers from the Warranty Parts Center (WPC) for vehicles in dealer inventory. This shipment will begin March 1, 2014, via UPS 3-Day Shipping.

A list of involved vehicles in dealer inventory is attached to this message. If a vehicle assigned to you has been sold or dealer traded, please make arrangements to provide the customer or dealer with the harness.

GM will mail the harness to customers of record.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES

ATTENTION: SALE MANAGER

Enclosed are electric brake controller wiring harnesses that were omitted from certain 2014 Chevrolet Silverado and GMC Sierra; 2015 Cadillac Escalade and Escalade ESV; Chevrolet Suburban and Tahoe, and GMC Yukon and Yukon XL vehicles, equipped with the trailering package.

Please place the harness in the glovebox at the time of delivery or dealer-trade. See GlobalConnect Message # G_0000186218 for details and a list of involved VINs in dealer inventory.

14056

March 2014

<CustomerName>
<CustomerAddress>

Dear <CustomerName>:

Congratulations on the purchase of your new <Year> model year <VINDivisionName> <Vehicle_Name>. We are very proud of our newest model and are very interested in your continuing satisfaction with your purchase.

Your vehicle is equipped with a trailer wiring package that includes wiring provisions for an electric brake controller. The harness, which is also part of the package, was not included in your vehicle. Enclosed with this letter is the harness for your use, if it is required.

Your satisfaction with your new <VINDivisionName> <Vehicle_Name> is of the utmost importance to us. We sincerely regret any inconvenience that this situation may have caused you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your <VINDivisionName> <Vehicle_Name> provides you with many miles of enjoyable driving.

<Closing>

Enclosure
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