



Program Bulletin



CUSTOMER SATISFACTION PROGRAM

SUBJECT: No Start or MIL Indicator Power Reduction Mode

MODELS: 2015 Chevrolet Silverado HD
2015 GMC Sierra HD
Equipped with Duramax Diesel Engine

.....
THIS PROGRAM IS IN EFFECT UNTIL OCTOBER 31, 2016
.....

CONDITION

Certain 2015 model year Chevrolet Silverado HD and 2015 GMC Sierra HD model vehicles equipped with the Duramax Diesel Engine may have a main engine wiring harness that is not properly fastened and may come into contact with a sharp gasket tab used for controlling emissions (EGR gasket verification tab). The sharp gasket tab can cut into the wiring harness and even sever wires in the harness. Depending on which wire is affected, you may receive a "Reduced Power Mode" indicator light in the instrument panel, or you may not be able to start your vehicle. If you are unable to start your vehicle, it may not restart and will need to be towed to the nearest dealer.

CORRECTION

Dealers are to inspect and/or repair the main engine harness for contact with the EGR gasket verification tab. The EGR verification tab will then be modified to prevent further contact.

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 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

No parts are required for this recall.

SERVICE PROCEDURE



3965102

Note: The main engine wiring harness (2) can come into contact with the EGR valve gasket verification tab. The EGR valve gasket tab may cut into the engine wire harness and damage the wires.

1. Inspect the engine wiring harness (2) for a contact issue between the engine wire harness and gasket installation tab between the EGR valve and intake manifold (3).
 - If the engine wiring harness tape, conduit, or wires are cut, torn, or damaged, repair the engine wiring harness. Refer to the appropriate wire harness repair information in SI. Proceed to step 3 AFTER repairing the engine wiring harness.
 - If the engine wire harness is NOT cut or damaged, proceed to step 2.
2. Locate the gasket installation tab between the EGR valve and intake manifold (1), (3).
3. Modify the gasket installation tab (1) by butterflying the gasket installation tab flat to the EGR valve and manifold surfaces.
4. Ensure that the gasket tab has no sharp edges that can come into contact with the engine wiring harness.

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.

Labor Code	Description	Labor Time
9100963	Inspect Engine Wiring Harness and Modify EGR Gasket Installation Tab	0.3
ADD:	Wire Repair	0.3-1.0

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this program on their vehicle.

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 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.

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, through October 31, 2016.

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 through October 31, 2016, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



October 2014

Dear GM Customer:

We have learned that your 2015 model year Chevrolet Silverado HD or GMC Sierra HD may have a main engine wiring harness that is not properly fastened and may come into contact with a sharp gasket tab used for controlling emissions (EGR gasket verification tab). The sharp gasket tab can cut into the wiring harness and even sever wires in the harness. Depending on which wire is affected, you may receive a "Reduced Power Mode" indicator light in the instrument panel, or you may not be able to start your vehicle. If you are unable to start your vehicle, it may not restart and will need to be towed to the nearest dealer.

Your satisfaction with your Chevrolet Silverado HD or GMC Sierra HD is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will inspect and/or repair the main engine harness to prevent contact with the sharp gasket tab. The tab may cut into the harness possibly severing one or more wires. This service will be performed for you at **no charge until October 31, 2016**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your GM 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.

If you have any questions or concerns that your dealer is unable to resolve, please contact the Chevrolet Customer Assistance Center at 1-800-222-1020 (TTY 1-800-833-2438) or the GMC Customer Assistance Center at 1-800-462-8782 (TTY 1-888-889-2438).

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 you're 2015 Chevrolet Silverado HD or GMC Sierra HD provides you with many miles of enjoyable driving.

Jim Moloney
General Director,
Customer and Relationship Services

GM CUSTOMER CARE AND AFTERSALES
DCS3389
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 07, 2014

Subject: 14461 - Customer Satisfaction Program
No Start or MIL Indicator Power Reduction Mode

Models: 2015 Chevrolet Silverado HD
2015 GM Sierra HD
Equipped with Duramax Diesel Engine

To: All Chevrolet and GMC Dealers

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

General Motors is releasing Customer Satisfaction Program 14461 today. The total number of U.S. vehicles involved is approximately 25,926. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in the near future.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen was updated October 7, 2014. A list of involved vehicles in dealer inventory is attached to this message sorted by BAC code.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available October 7, 2014.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES