



Service Bulletin



SPECIAL COVERAGE

SUBJECT: Special Coverage Adjustment – Accessory Power Module May Not Initialize in Cold Temperature

MODELS: 2009-2013 Cadillac Escalade
2009-2013 Chevrolet Silverado LD
2008-2013 Chevrolet Tahoe
2009-2013 GMC Sierra LD
2008-2013 GMC Yukon
Hybrid 2-Mode (HP2) Vehicles

CONDITION

On some 2008-2013 model year Chevrolet Tahoe and GMC Yukon, and 2009-2013 model year Cadillac Escalade, Chevrolet Silverado LD, and GMC Sierra LD hybrid 2-mode (HP2) vehicles, the accessory power module (APM) may not initialize when the vehicle is started in cold temperatures and the APM is cold. Once the APM warms up, it will initialize and perform as designed. However, during the time that the APM is not operational, it could result in a loss of power steering assist and the battery may not charge. If this condition occurs, the Service Power Steering, Service Hybrid System, or Service Battery Charging System message will appear in the driver information center, the malfunction indicator lamp and red battery telltale may illuminate, and DTC U1821 and U182A will be present.

SPECIAL COVERAGE ADJUSTMENT

This special coverage covers the condition described above for a period of 10 years or 150,000 miles (240,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

Dealers are to replace the APM. The repairs will be made at no charge to the customer.

For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after October 27, 2014, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to October 27, 2014, must be submitted to the Service Contract provider.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Applicable Warranties section 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.

PART INFORMATION

For U.S. and Canada: The parts required for this program are on restriction through the GM Technical Assistance Center (TAC). If diagnostics lead to the replacement of the accessory DC power control module, please contact TAC at telephone number US 1-877-446-8227 (Action Center prompt or Hybrid prompt) or Canada 1-800-263-7740 for English or 1-800-263-7960 for French.

For Export: If the described condition has been confirmed using the diagnostics listed in the service procedure, please contact CCA's Export Order Fulfillment group to place the order on your behalf.

Part Number	Description	Quantity/Vehicle
24251562	Accessory DC Power Control Module	1
19207978	Seal Kit	1

SERVICE PROCEDURE

1. Determine if the accessory DC power control module (APM) requires replacement.

Note: One or more of the conditions listed below will be present. These conditions may occur shortly after start up after a cold soak in cold ambient temperatures at approximately 12°F to -4°F (-11°C to -20°C).

- Service Powering Steering message displayed on the Driver Information Center (DIC)
 - Service Hybrid System message displayed on the DIC
 - Charging system indicator lamp on
 - Loss of power steering assist
 - Loss of 12 volt battery power
 - When checking the vehicle for DTCs, the Accessory DC Power Control Module may report U1821, U182A, and C0895 active or in history
- If the APM does not require replacement, no further action is required. Inform the customer that any additional diagnosis and repairs are not covered under this special coverage.
 - If the APM requires replacement, proceed to step 2.
2. Remove the APM. Refer to *Accessory DC Power Control Module Removal and Installation* in SI.
 3. Install a new APM. Refer to *Accessory DC Power Control Module Removal and Installation* in SI.
 4. Program the APM. Refer to *Accessory DC Power Control Module Programming and Setup* in SI.

CUSTOMER REIMBURSEMENT - For US

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer by November 30, 2015, unless otherwise specified by state law. If this is not convenient for the customer, they may mail the completed Customer Reimbursement Request Form and all required documents to the GM Customer Assistance Center. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 150,000 miles, whichever occurs first.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

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: GM requires dealers to approve or deny a reimbursement request within 30 days of receipt. If a reimbursement request is approved, the dealer should immediately issue a check to the customer and submit an appropriate warranty transaction for the incurred expense. If a reimbursement request is denied, the dealer MUST provide the customer with a clear and concise explanation, in writing, as to why the request was denied. The bottom portion of the Customer Reimbursement Request Form may be used for this purpose. If the denial was due to missing documents, the customer can resubmit the request when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Warranty transactions for customer reimbursement of previously paid repairs are to be submitted as required by GM Global Warranty Management. Additional information can also be found in Warranty Administration Bulletin 11-00-89-004.

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 November 30, 2015. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 240,000 kilometers, whichever occurs first.

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.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

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 ZREG transaction type, unless noted otherwise.

Note: To avoid having to "H" route the customer reimbursement transaction for approval, it must be submitted prior to the repair transaction.

Labor Code	Description	Labor Time	Net Item
9900076	Diagnostic Time Only – No Repair Required	0.1-0.3	N/A
5010220	Accessory DC Power Control Module Replacement – For use with vehicles still covered under warranty	1.5	
	Add: Diagnostic Time	0.1-0.3	
9900077	Accessory DC Power Control Module Replacement – For use with vehicles no longer covered under warranty	1.5	N/A
	Add: Diagnostic Time	0.1-0.3	
9900078	Customer Reimbursement Approved	0.2	*
9900079	Customer Reimbursement Denied - For US dealers only	0.1	N/A

* The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.

CUSTOMER NOTIFICATION

General Motors will notify customers of this special coverage on their vehicles (see copy of typical customer letter included with this bulletin - actual divisional letter may vary slightly).



November 2014

Dear General Motors Customer:

As the owner of a 2008-2013 model year Chevrolet Tahoe or GMC Yukon, or 2009-2013 model year Cadillac Escalade, Chevrolet Silverado LD or GMC Sierra LD hybrid 2-mode vehicle, your satisfaction with our product is very important to us.

This letter is intended to make you aware that on some 2008-2013 model year Chevrolet Tahoe and GMC Yukon, and 2009-2013 model year Cadillac Escalade, Chevrolet Silverado LD, and GMC Sierra LD hybrid 2-mode vehicles, the accessory power module (APM) may not initialize when the vehicle is started in cold temperatures and the APM is cold. Once the APM warms up, it will initialize and perform as designed. However, during the time that the APM is not operational, it could result in a loss of power steering assist and the battery may not charge. If this condition occurs, the Service Power Steering, Service Hybrid System, or Service Battery Charging System message will appear in the driver information center, the malfunction indicator lamp and red battery telltale may illuminate, and diagnostic trouble code U1821 and U182A will be present.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2008-2013 model year Chevrolet Tahoe or GMC Yukon, or 2009-2013 model year Cadillac Escalade, Chevrolet Silverado LD or GMC Sierra LD hybrid 2-mode vehicle within 10 years of the date your vehicle was originally placed in service or 150,000 miles (240,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: If you have paid for repairs for the condition described in this letter, please complete the enclosed reimbursement 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 reimbursement 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 November 30, 2015, unless state law specifies a longer reimbursement period.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-458-8006	1-800-833-2622
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	

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Alicia S. Boler-Davis
Sr. Vice President
Global Quality & Customer Experience

Enclosure
14262

GM CUSTOMER CARE AND AFTERSALES
DCS3419
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 27, 2014

Subject: 14262 – Special Coverage Adjustment
Accessory Power Module May Not Initialize in Cold Temperatures

Models: 2008-13 Chevrolet Tahoe, GMC Yukon; 2009-13 Cadillac Escalade,
Chevrolet Silverado LD, GMC Sierra LD Hybrid 2-Mode (PH2) Vehicles

To: All Cadillac, Chevrolet, and GMC Dealers

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

General Motors is releasing Special Coverage Adjustment 14262 today. The total number of U.S. vehicles involved is approximately 30,000. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in mid-November 2014.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated October 27, 2014.

Campaign Initiation Detail Report (CIDR)

The CIDR is not available for Special Coverage Adjustments.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES