



Program Bulletin



CUSTOMER SATISFACTION PROGRAM

SUBJECT: Upfitter Auxiliary Switches

MODELS: 2014 Chevrolet Silverado 1500
2015 Chevrolet Silverado
2014 GMC Sierra 1500
2015 GMC Sierra
Equipped with Auxiliary Switch Bank (RPO 9L7)

.....
THIS PROGRAM IS IN EFFECT UNTIL DECEMBER 31, 2016.
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CONDITION

Certain 2014 and 2015 model year Chevrolet Silverado and GMC Sierra vehicles equipped with the Auxiliary Switch Bank (RPO 9L7) may have an electrical issue created when one or both Upfitter fuses used for the instrument panel mounted auxiliary switch bank are moved from the battery feed to the ignition feed position. If the fuse positions are altered, the engine could continue to run after the ignition switch is turned off. There could also be an inadvertent glowing of the auxiliary switch indicators, additional parasitic current drain, or a no start condition.

CORRECTION

Dealers are to replace the Underhood Electrical Center.

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.

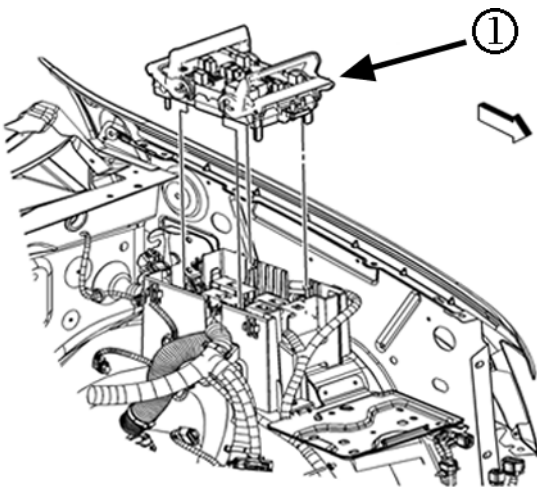
The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

PART INFORMATION

Parts required to complete this program are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
23280309	BLOCK ASM, ENG WRG HARN JUNC	1

SERVICE PROCEDURE



3963531

1. Remove the underhood electrical center (1). Refer to *Underhood Electrical Center or Junction Block Replacement* in SI.
2. Install the new underhood electrical center. Refer to *Underhood Electrical Center or Junction Block Replacement* 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
9101115	Underhood Electrical Center Replacement	0.3

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

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



December 2014

Dear General Motors Customer:

We have learned that your 2014 or 2015 model year Chevrolet Silverado or GMC Sierra may have been built with an electrical issue created when one or both Upfitter fuses used for the instrument panel mounted auxiliary switch bank are moved from the battery feed to the ignition feed position. If the fuse positions are altered, the engine could continue to run after the ignition switch is turned off. There could also be an inadvertent glowing of the auxiliary switch indicators, additional parasitic current drain, or a no start condition

Your satisfaction with your 2014 or 2015 model year Chevrolet Silverado or GMC Sierra 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 Chevrolet or GMC dealer will replace the underhood electrical center. This service will be performed for you at no charge until December 31, 2016. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your 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 appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
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	
GM Medium Duty Truck	1-800-862-4389	

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 your GM vehicle provides you many miles of enjoyable driving.

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

GM CUSTOMER CARE AND AFTERSALES
DCS3455
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 19, 2014

Subject: 14284 Customer Satisfaction Program
Upfitter Auxiliary Switches

Models: 2014 Chevrolet Silverado 1500
2015 Chevrolet Silverado
2014 GMC Sierra 1500
2015 GMC Sierra
Equipped with Auxiliary Switch Bank (RPO 9L7)

To: All Chevrolet and GMC Dealers.

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

General Motors is releasing Customer Satisfaction Program 14284 today. The total number of U.S. vehicles involved is approximately 2,011. 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 will be updated November 20, 2014. Please use IVH to confirm involvement of vehicles in dealer inventory.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available November 24, 2014.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES