



# Program Bulletin

## CUSTOMER SATISFACTION PROGRAM

**SUBJECT: Heated Back Window Glass Structurally Weakened Due To Surface Flaw**

**MODELS: 2015 Chevrolet Silverado  
2015 GMC Sierra  
Equipped with RPO C49 Electric Rear Window Defogger**

### CONDITION

Certain Light Duty 2015 Silverado and Sierra vehicles built with RPO C49 fixed-window (not sliding), heated back glass might have a structurally weakened glass due to an internal flaw (spall). In this condition, the back glass could shatter when the door is closed or during normal vehicle operation.

### CORRECTION

Dealers are to replace the rear window.

### 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.

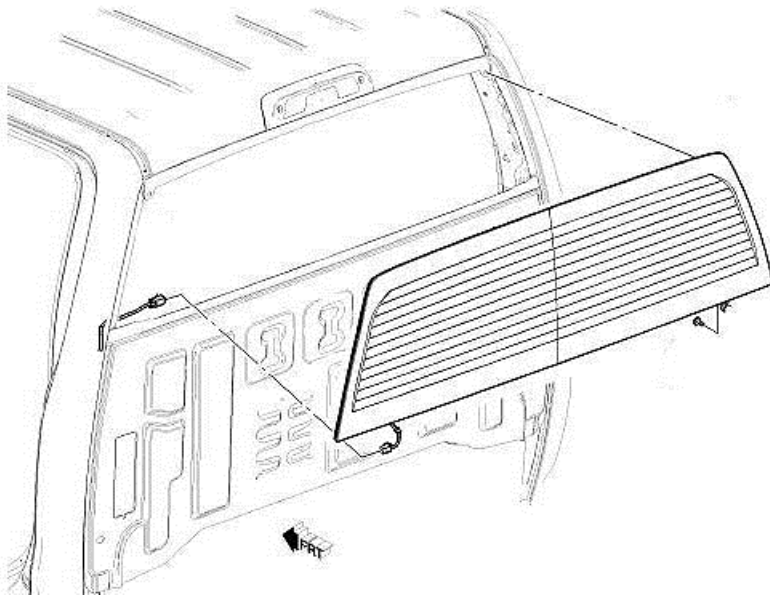
For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export 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.

<b>Part Number</b>	<b>Description</b>	<b>Quantity/Vehicle</b>
22998943	Rear Window Glass Privacy Tint - RPO AKO	1
22998945	Rear Window Glass Solar Tint - RPO AKP	1
Obtain Locally	Urethane Adhesive Kit (Use a urethane adhesive system that meets GM Specification GM 3651G)	1

**SERVICE PROCEDURE**

4052351

Replace fixed rear window glass. Refer to *Rear Window 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.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Net Item</b>
9101294	Rear Window Replacement	5.9	*

\*The amount identified in “Net Item” should represent the actual sum total of the locally sourced Urethane Adhesive Kit needed to perform the required repairs, not to exceed \$40.00 USD, \$49.80 CAD.

### 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).

### 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. For owners outside these areas, dealers should notify customers using the attached sample letter.

### 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.



March 2015

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

We have learned that your 2015 model year Chevrolet Silverado or GMC Sierra may have been built with a heated back window that might have a structurally weakened glass due to an internal flaw (spall). In this condition, the back glass could shatter when the door is closed or during normal vehicle operation.

Your satisfaction with your Chevrolet Silverado or GMC Sierra is very important to us, so we are announcing a program to correct this condition.

**What We Will Do:** Your GM dealer will replace the rear window. This service will be performed for you at **no charge**.

**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	

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 Connected Customer Experience

GM CUSTOMER CARE AND AFTERSALES  
DCS3567  
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 3, 2015

Subject: 14815 - Customer Satisfaction Program  
Heated Back Window Glass Structurally Weakened Due To  
Surface Flaw

Models: 2015 Chevrolet Silverado, 2015 GMC Sierra  
Equipped with RPO C49 Electric Rear Window Defogger

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 releasing Customer Satisfaction Program 14815 today. The total number of U.S. vehicles involved is approximately 5670. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on March 16, 2015.

**Global Connect (GWM)**

The "Investigate Vehicle History" (IVH) screen will be updated March 4, 2015. A list of involved vehicles in dealer inventory is attached to this message.

**Campaign Initiation Detail Report (CIDR)**

The CIDR will be available March 5, 2015.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES