



Program Bulletin

CUSTOMER SATISFACTION PROGRAM

SUBJECT: Undersized Generator

MODELS: 2015 Chevrolet Silverado Crew Cab
Equipped with Special Service Package (RPO 5W4)
and 170 amp Generator (RPO KW7)

.....
THIS PROGRAM IS IN EFFECT UNTIL SEPTEMBER 30, 2017.
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CONDITION

Certain 2015 model year Chevrolet Silverado Crew Cab vehicles with Special Service Package (RPO 5W4) and with a 170 amp generator (RPO KW7) may have been built with a 150 amp generator (RPO KG4). As a result the charging system is undersized. This generator substitution could result in a lower battery state of charge during periods of continuous high electrical load.

CORRECTION

Dealers are to inspect and replace the generator if necessary

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. 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 (GMCCA). Please refer to your “involved vehicles listing” before ordering parts. This part will be on Order Writing control initially and all DRO’s (Daily Replenishment Orders) will cancel. Dealers can place orders CSO (Customer Special Order). In emergency situations, a dealer should place a SPAC case and the orders will be processed in the order received.

Important: Due to the small number of vehicles involved (approximately 6), dealers are encouraged not to order parts for use as shelf stock. Parts should only be ordered when inspection determines that it is necessary to replace the generator.

Part Number	Description	Quantity/Vehicle
22949467	Generator ASM	1

SERVICE PROCEDURE

- Determine generator part number.



4261270

- If generator part number 22949467 AF2 is installed, no further action is required.



4261276

- If generator part number 23487089 AL8 is installed, remove and replace the generator. Continue to step 2.

- Remove the generator. Refer to *Generator Replacement* in SI.

3. Install the generator. Refer to *Generator Replacement* in SI.

COURTESY TRANSPORTATION

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
9101763	Inspect Generator	0.2
9101764	Replace Generator	0.4

CUSTOMER NOTIFICATION

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/repared 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 September 30, 2017.

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 September 30, 2017 you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



October 2015

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2015 model year Chevrolet Silverado Crew Cab vehicle equipped with the Special Service Package and a 170 amp generator may have been built with a 150 amp generator. As a result the charging system is undersized. This generator substitution could result in a lower battery state of charge during periods of continuous high electrical load.

Your satisfaction with your 2015 Chevrolet Silverado Crew Cab 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 replace the generator if required. This service will be performed for you at **no charge until October 31, 2017**. 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

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
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 2015 Chevrolet Silverado Crew Cab provides you many miles of enjoyable driving.

Terry M. Inch
Executive Director
Global Connected Customer Experience

GM CUSTOMER CARE AND AFTERSALES
DCS3786
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 29, 2015

Subject: 15535 - Customer Satisfaction Program
Undersized Generator

Models: 2015 Chevrolet Silverado
Equipped with Special Service Package (RPO 5W4)
and 170 amp Generator (RPO KW7)

To: All Chevrolet 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 15535 today. The total number of U.S. vehicles involved is approximately 6. Please see the attached bulletin for details. Our records indicate that all of these vehicles have been delivered to customers, so accordingly, no VIN list is attached to this message.

Customer Letter Mailing

The customer letter mailing will begin on October 05, 2015.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated October 1, 2015.

Campaign Initiation Detail Report (CIDR)

The CIDR is currently available today September 29, 2015.

GM CUSTOMER CARE AND AFTERSALES