



Service Bulletin

SPECIAL COVERAGE

SUBJECT: Special Coverage Adjustment – Fuel Pump Module Battery Terminal

MODELS: 2010-2014 Chevrolet Express
2010-2014 GMC Savana

CONDITION

Certain 2010-2014 model year Chevrolet Express and GMC Savana vehicles may have a condition in which the fuel pump becomes inoperative due to an open circuit and/or overheating of the fuel pump module battery terminal.

SPECIAL COVERAGE ADJUSTMENT

This special coverage covers the condition described above for a period of 10 years or 120,000 miles (193,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

Dealers are to replace the fuel pump on all vehicles, and on vehicles built prior to April 25, 2012, also replace the chassis harness terminals. 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 February 14, 2015, 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 February 14, 2015, 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

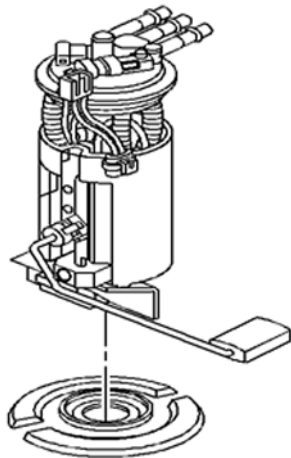
Parts required to complete this special coverage are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which part to order. Refer to the parts table below.

Part Number	Description	Quantity/Vehicle
19301233	MODULE KIT, F/TNK F/PMP (W/O FUEL LVL SEN)	1
19301234	MODULE KIT, F/TNK F/PMP (W/O FUEL LVL SEN)	1
19301235	MODULE KIT, F/TNK F/PMP (W/O FUEL LVL SEN)	1
19301236	MODULE KIT, F/TNK F/PMP (W/O FUEL LVL SEN)	1
19303708	WIRE ASM-SPLICE (merch pk 5) (vehicles built prior to April 25, 2012)	3 (if req'd)

SERVICE PROCEDURE

- Verify that the fuel pump requires replacement. Refer to the appropriate diagnostic information in SI.
 - If the fuel pump 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 fuel pump requires replacement, proceed to the next step.

Note: Inspect the fuel pump connector and see if it shows evidence of discoloring, deformation or poor terminal tension.

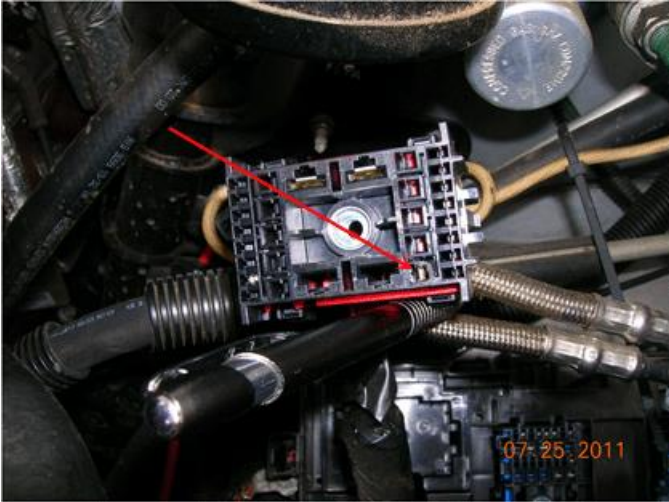


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- Remove the fuel pump module. Refer to *Fuel Tank Fuel Pump Module Replacement* in SI.
 - For 2010-2012 MY vehicles built prior to April 25, 2012, before installing the new fuel pump module, replace the three terminated leads on the chassis side fuel pump harness following step #3 below.**
 - For all other vehicles, move ahead to fuel pump module installation, Step # 4.**

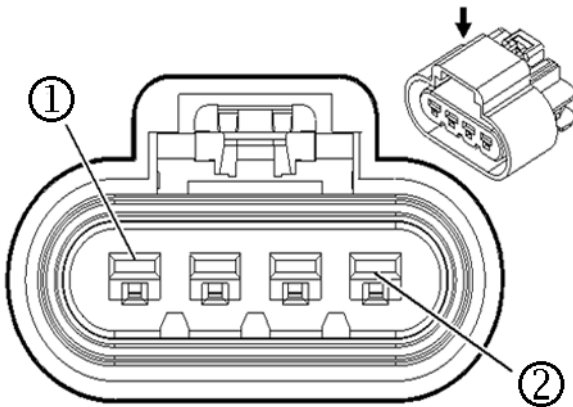
Note: For step #3 below, refer to *Folded-Over Wire Repair and Component Connector End Views*, in SI, for service and crimp tools.

3. Replace the three chassis side fuel pump harness terminals (one at UBEC, two at fuel pump) with terminated leads, GM P/N 19303708:



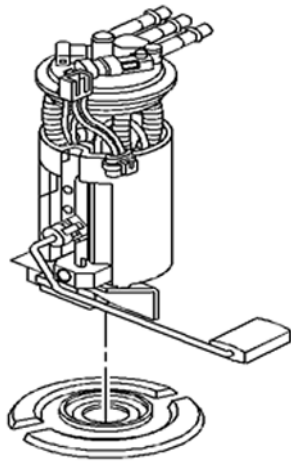
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- 3.1 Remove the UBEC, locate and replace the terminal (circuit B1) with the terminated lead and reinstall the UBEC. Refer to *Underhood Electrical Center or Junction Block Replacement* in SI.



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- 3.2 At the fuel pump module connector, locate and replace circuits 120 (1) and 150 (2) with terminated leads.



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4. Install the new fuel pump module. Refer to *Fuel Tank Fuel Pump Module Replacement* 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 March 31, 2016, unless otherwise specified by state law. If this is not convenient for the customer, the customer 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 120,000 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 March 31, 2016. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 193,000 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.

For Use With Vehicles Still Covered Under Warranty			
Labor Code	Description	Labor Time	Net Item
9900132	Diagnostic Time Only – No Repair Required	0.1-0.3	N/A
4080858	Fuel Tank Fuel Pump Module Replacement (inc. drain/fill fuel) Add: Replace Chassis Harness Terminated Leads (for use on vehicles built prior to 4/25/12) Add: Diagnostic Time	1.3 1.1 0.1-0.3	N/A

Note: For reimbursements on vehicles covered under warranty, refer to the Policies and Procedures Manual.

For Use With Vehicles No Longer Covered Under Warranty			
Labor Code	Description	Labor Time	Net Item
9900132	Diagnostic Time Only – No Repair Required	0.1-0.3	N/A
9900133	Fuel Tank Fuel Pump Module Replacement (inc. drain/fill fuel) Add: Replace Chassis Harness Terminated Leads (for use on vehicles built prior to 4/25/12) Add: Diagnostic Time	1.3 1.1 0.1-0.3	N/A
9900134	Customer Reimbursement Approved	0.2	*
9900135	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).



March 2015

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

Dear General Motors Customer:

As the owner of a 2010-2014 Chevrolet Express or GMC Savana, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2010-2014 Chevrolet Express and GMC Savana vehicles may have a condition in which the fuel pump becomes inoperative due to an open circuit and/or overheating of the fuel pump module battery terminal.

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 2010-2014 Chevrolet Express or GMC Savana within 10 years of the date your vehicle was originally placed in service or 120,000 miles (193,000 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 March 31, 2016, 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)
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 Connected Customer Experience

Enclosure
14634

GM CUSTOMER CARE AND AFTERSALES
DCS3546
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 14, 2015

Subject: 14634 – Special Coverage Adjustment
Fuel Pump Module Battery Terminal

Models: 2010-2014 Chevrolet Express and GMC Savana

To: All Chevrolet and GMC Dealers

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

General Motors is releasing Special Coverage Adjustment 14634 today. The total number of U.S. vehicles involved is approximately 394,000. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on March 10, 2015.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated February 14, 2015.

Campaign Initiation Detail Report (CIDR)

The CIDR is not available for Special Coverage Adjustments.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES