



# Program Bulletin

## CUSTOMER SATISFACTION PROGRAM

**SUBJECT:** Engine Harness Chafing On EGR Stud

**MODELS:** 2015 Chevrolet Silverado HD  
2015 GMC Sierra HD  
Equipped with the Duramax Diesel 6.6L Engine (RPO LML)

Dealers are to refer to the General Motors Service Policies and Procedures Manual, Section 6.1.2 - Regional Product Field Actions, for guidelines on handling vehicles that are not involved in this customer satisfaction program but may be displaying the same condition.

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THIS PROGRAM IS IN EFFECT UNTIL November 30, 2017  
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### CONDITION

**Certain** 2015 model year Chevrolet Silverado HD and GMC Sierra HD model vehicles equipped with the Duramax Diesel 6.6L Engine (RPO LML) may exhibit engine harness chafing on the EGR stud.

### CORRECTION

Dealers are to inspect the harness for damage, reroute the harness, and install a clip onto the EGR stud.

### 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

No parts are required for this repair.

## SERVICE PROCEDURE

1. Open hood and install fender covers.
2. Inspect the main engine harness for any damage. If any damage is found, repair wire(s). Refer to *Wiring Repairs* in SI before proceeding to step 2.

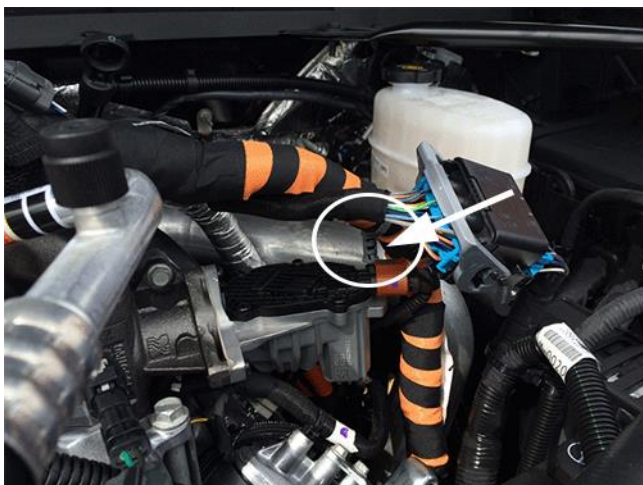


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3. Disconnect the X107 (36 way) connector and reroute the male end under the main engine harness (orange flex wrap) and reconnect X107 connector.



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4. Locate and install the gray standoff clip onto the EGR stud.
5. Remove fender covers and close hood.

#### 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 ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time
9101843	Reroute Harness and Connect Standoff Clip to EGR Stud	0.2

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



November 2015

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

Dear General Motors Customer:

We have learned that your 2015 model year Chevrolet Silverado HD or 2015 model year GMC Sierra HD may have been built with the engine harness chafing on the EGR stud.

Your satisfaction with your 2015 model year Chevrolet Silverado HD or 2015 model year GMC Sierra HD 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 the harness for damage, reroute the harness, and install a clip onto the EGR stud. This service will be performed for you at **no charge until November 30, 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
GMC	1-800-462-8782	1-888-889-2438
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.

Terry M. Inch  
Executive Director  
Global Connected Customer Experience

 15766 - Customer Satisfaction Program - Engine Harness Chafing on EGR Stud  
Updated Date: Oct 27, 2015 14:50 ET

GM CUSTOMER CARE AND AFTERSALES  
DCS3823  
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 27, 2015

Subject: 15766 - Customer Satisfaction Program  
Engine Harness Chafing on EGR Stud

Models: 2015 Chevrolet Silverado HD  
2015 GMC Sierra HD  
Equipped with the Duramax Diesel 6.6L Engine (RPO LML)

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 15766 today. The total number of U.S. vehicles involved is 32. Please see the attached bulletin for details.

[Customer Letter Mailing](#)

The customer letter mailing will begin on November 11, 2015.

[Global Connect \(GWM\)](#)

The "Investigate Vehicle History" (IVH) screen will be updated October 29, 2015. A list of involved vehicles in dealer inventory is attached to this message.

[Campaign Initiation Detail Report \(CIDR\)](#)

The CIDR will be available November 2, 2015.

GM CUSTOMER CARE AND AFTERSALES



15766 Bulletin.pdf



15766 Inventory VIN list.xlsx

About this Alert

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