



Service Bulletin



SERVICE UPDATE

SUBJECT: Service Update for Inventory and Customer Vehicles
Mis-built with a Front Bumper Equipped With Parking Assist Alarm
Sensors

MODELS: 2015 GMC Sierra HD
Equipped with All Terrain Appearance Package (RPO GAT)

This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

PURPOSE

This bulletin provides a service procedure to replace the front bumper assembly on **certain** 2015 model year GMC Sierra HD vehicles equipped with All Terrain Appearance Package (RPO GAT). These vehicles may have been built with front bumpers that include front parking assist alarm sensors. These sensors should not have been included in the standard All-Terrain option package. These front park assist alarm sensors are not functional.

This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.

VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians 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.

Additionally, a list of involved vehicles currently in dealer inventory is available on the “Service Update Bulletin Information” link under the “Service” tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

PART INFORMATION

Dealers are to email a request for parts to bumper supplier *Tiercon/AGS Automotive Systems. The complete correct replacement bumper assembly with matching trim and color, minus sensors, will be sent directly to the dealer. This assembly is shipped **no charge** to the dealer.

* E-mail Sarah Clarke at Tiercon/AGS. sclarke@tiercon.com

Dealer to provide:

- VIN
- Dealer Address
- Dealer Code
- Attention to; Department & Name
- Reference to this bulletin - 14731

SERVICE PROCEDURE

1. Replace the existing front bumper assembly with the correct front bumper assembly without sensors. Refer to *Front Bumper Impact Bar Replacement (2500, 3500)*, in SI.
2. Discard the incorrect bumper assembly.

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	Net Item
9101238	Install Correct Front Bumper Assembly	2.2	*

* The amount identified in "Net Item" should represent the applicable Mark-Up for the bumper assembly supplied to the dealer no charge.

DEALER PROGRAM RESPONSIBILITY

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

Dealers must take the steps necessary to ensure that the service update correction has been made to all involved vehicles in dealer inventory before selling or dealer-trading the vehicle.

GM CUSTOMER CARE AND AFTERSALES
DCS3511
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 22, 2015

Subject: 14731 – Service Update Bulletin
Mis-built with a Front Bumper Equipped With Parking Assist
Alarm Sensors

Models: 2015 GMC Sierra HD

Equipped with All Terrain Appearance Package (RPO GAT)

To: All 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 Service Update Bulletin 14731 today. The total number of U.S. vehicles involved is approximately 48. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The “Investigate Vehicle History” (IVH) screen will be updated January 23, 2015. A list of involved vehicles in dealer inventory is attached to this message.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES