



Service Bulletin



SERVICE UPDATE

SUBJECT: Service Update for Inventory and Customer Vehicles
Steering Gear Assembly Replacement
Expires with Base Warranty

MODELS: 2015 Chevrolet Silverado HD Regular Cab and Crew Cab
2015 GMC Sierra HD Regular Cab and Crew Cab

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 steering gear assembly on certain 2015 model year Chevrolet Silverado HD Regular Cab, Double Cab and Crew Cab and on certain 2015 model year GMC Sierra HD Regular Cab and Crew Cab vehicles. The steering gear on some of these vehicles may have been assembled with an incorrect thrust bearing. If not corrected, this condition could cause the driver to feel lash (loose / free play) in the steering wheel.

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.

PART INFORMATION

Parts required to complete this service update 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.

Part Number	Description	Quantity/Vehicle
22980021	Gear, Hydraulic Recirculating Ball Steering	1
26001594	Seal, p/s Fluid Clg Pipe	2
89021182	GM Power Steering Fluid	1

SERVICE PROCEDURE

1. Replace the steering gear. Refer to *Hydraulic Recirculating Ball Steering Gear Replacement (Heavy Duty)* in SI.

WARRANTY TRANSACTION INFORMATIONWS

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
9101136	Replace Steering Gear	2.7
	Add: Bleed Power Steering System	0.2

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.



GM CUSTOMER CARE AND AFTERSALES
DCS3474
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 12, 2015

Subject: 14713 – Service Update Bulletin
Steering Gear Assembly Replacement

Models: 2015 Chevrolet Silverado HD Regular Cab and Crew Cab
2015 GMC Sierra HD Regular Cab and Crew Cab

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 Service Update Bulletin 14713 today. The total number of U.S. vehicles involved is approximately 91. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated January 13, 2015.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES