



Program Bulletin

CUSTOMER SATISFACTION PROGRAM

SUBJECT: Exhaust Heat Shield Missing

MODELS: 2015 Chevrolet Silverado HD
2015 GMC Sierra HD
Equipped with L96 or LC8 Engine

.....
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 L96 or LC8 engine may have been built without a frame mounted heat shield that is designed to protect the brake lines from the heat emission of the exhaust system.

CORRECTION

Dealers are to inspect for the presence of the front frame exhaust heat shield and, if missing, install a new heat shield.

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, or sent directly to export dealers. 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

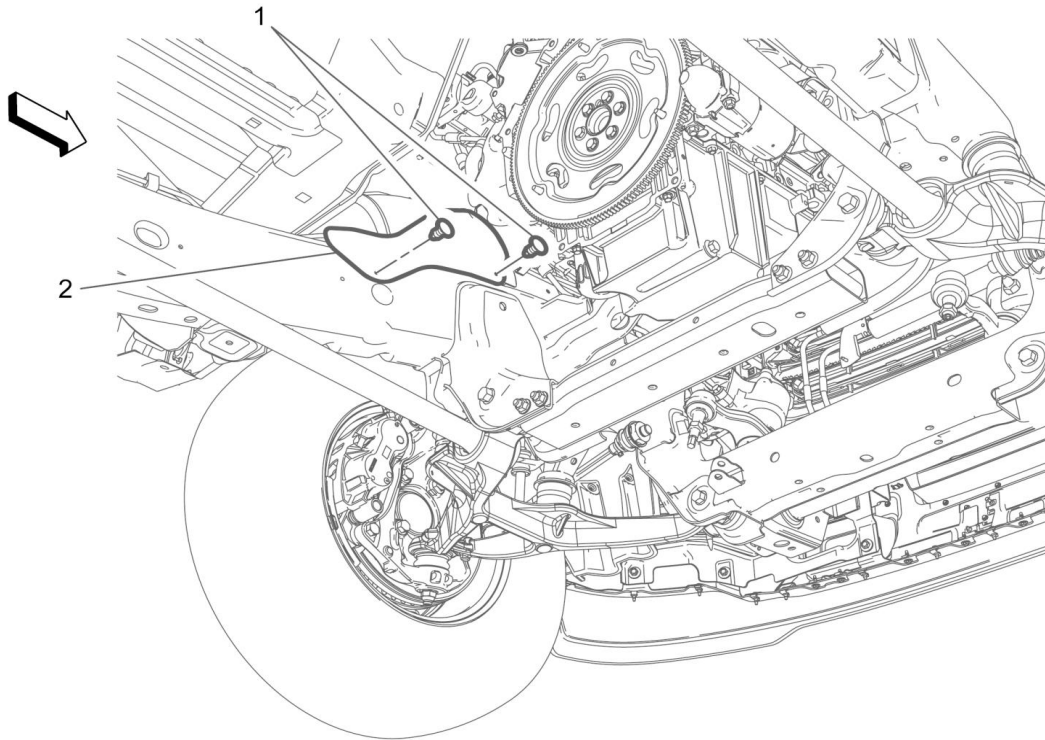
Parts required to complete this program are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Please refer to your “involved vehicles listing” before ordering parts. This part will be on Order Writing control initially and all DRO’s (Daily Replenishment Orders) will cancel. Dealers 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.

Note: The retainers are part of the Front Frame Heat Shield assembly.

Part Number	Description	Quantity/Vehicle
23178740	Front Frame Heat Shield (Brake Pipe Heat Shield)	1 (If Req'd)

SERVICE PROCEDURE

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



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2. Verify the front frame heat shield (2) is present.
 - If the heat shield is present, no further action is required.
 - If the heat shield is NOT present, proceed to step 3.
3. Install a new front frame heat shield. Refer to *Front Frame Heat Shield Replacement (Brake Pipe-L96)* in SI.
4. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

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
9101911	Front Frame Heat Shield Inspection	0.2
	Add: Front Frame Heat Shield Installation	0.1

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).

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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.



December 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 without a frame mounted heat shield that is designed to protect the brake lines from the heat emission of the exhaust system.

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 for the presence of the front frame exhaust heat shield and, if missing, install a new heat shield. 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	

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

GM CUSTOMER CARE AND AFTERSALES
DCS3847
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 18, 2015

Subject: 15657 - Customer Satisfaction Program
Exhaust Heat Shield Missing

Models: 2015 Chevrolet Silverado HD
2015 GMC Sierra HD
Equipped with L96 or LC8 Engine

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 15657 today. The total number of U.S. vehicles involved is approximately 51,000. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin mid-December, 2015.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated November 19, 2015. A list of involved vehicles in dealer inventory is attached to this message.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available in the near future.