



Service Bulletin

SERVICE UPDATE

SUBJECT: Service Update for Inventory and Customer Vehicles
Door Pad without Mirror Switch
Expires with Base Warranty

MODELS: 2015-2016 Chevrolet Silverado Work Truck
2015-2016 GMC Sierra Work Truck
Equipped with Power Outside Rear View Mirrors (RPO DL8 or DPN)

Vehicles involved in this Service Update were placed on stop delivery October 16, 2015. When the repair contained in the bulletin has been completed, the vehicle is removed from stop delivery and can be delivered to the customer.

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 install a mirror switch, bezel and wire harness in **certain** 2015-2016 model year Chevrolet Silverado and GMC Sierra Work Truck vehicles equipped with Power Outside Rear View Mirrors (RPO DL8 or DPN). These vehicles were built without a mirror adjustment switch on the driver's side door pad causing the inability to adjust the glass position of the power outside rear view mirror.

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 can be found in GlobalConnect, under Departments, Service, Field Action Inventory Reports (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

An initial supply of Door switch plates, switches and harnesses required to complete this recall have been pre-shipped to involved dealers of record beginning 11/2/15. This pre-shipment activity will span multiple weeks due to a constrained parts supply. All orders will cancel and parts will be on control until pre-shipment is complete. Notification will be sent once pre-ship is complete.

The parts will be on Order Writing control initially and all DRO's (Daily Replenishment Orders) will cancel

| Part Number | Description | Quantity/Vehicle |
|-------------|--|------------------|
| 23147590 | Harness, Front Side Door | 1 |
| 23455268 | Front Side Door Accessory Switch Mount Plate | 1 |
| 23154700 | Switch, Outside Rear View Mirror | 1 |

SERVICE PROCEDURE

Use the following steps to replace the driver side door trim panel mounted wiring harness, front side door accessory switch mount plate (bezel) and install the outside rear view mirror switch.

1. Remove the driver side front side door trim panel. Refer to *Front Side Door Trim Replacement (With A31)* in SI.
2. Place the trim panel face up on a soft non marring work surface, use care to not damage the trim panel surface.



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3. Remove four front side door accessory switch mount plate screws.



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4. Pull the front side door accessory switch mount plate inboard and lift.
5. Pivot the front side door accessory switch mount plate 90 degrees.
6. Disconnect the two switch wiring connectors and remove the front side door accessory switch mount plate.
7. Release the tabs on the power window and power door lock switches and remove the switches from the side door accessory switch mount plate. Set aside the two switches, they will be reused.
8. Turn the trim panel over (face down) on the work surface, use care to not damage the trim panel surface.



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9. At the top forward end of the trim panel, the sound pad is held in place with a heat stake. Gently remove the sound pad from the heat stake.

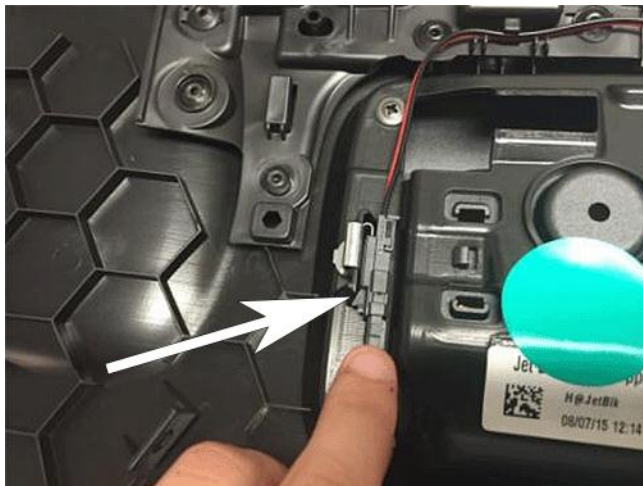


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10. Unhook the sound pad from the two upper locations. Pull the sound pad away from the trim panel.



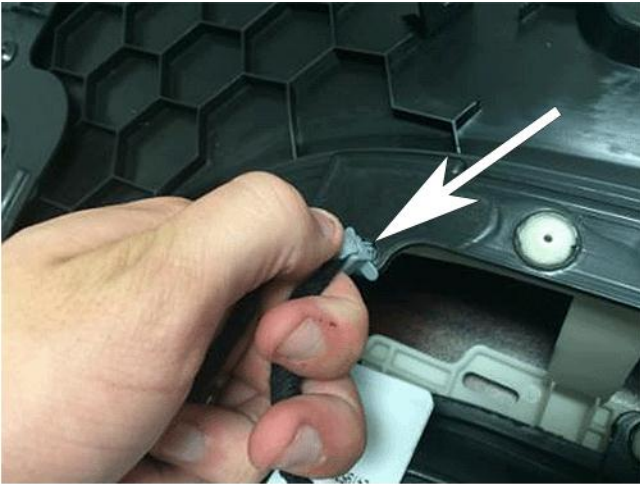
4291206

11. Disconnect and pull wire harness connector from LED harness.



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- 12. Pull the wire harness out of service loop by pulling up on the harness.



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- 13. Remove the two wire harness christmas trees by pulling and remove from locations. Use care to not damage the mounting holes in the trim panel.



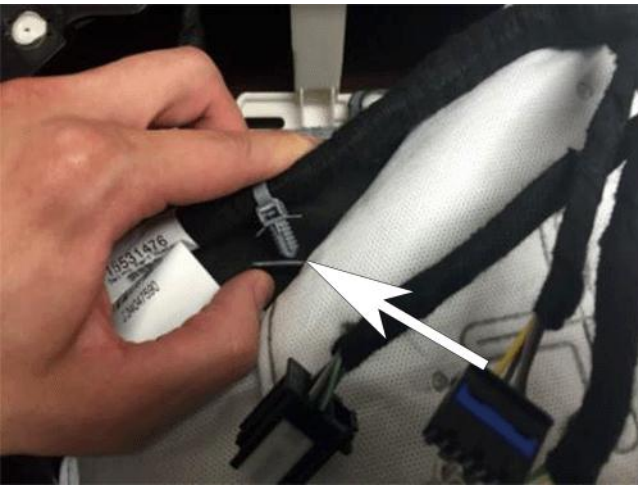
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- 14. Remove the wire harness from speaker area by twisting the connector 90 degrees clockwise and pulling away from door panel. Remove the harness assembly from the trim panel.

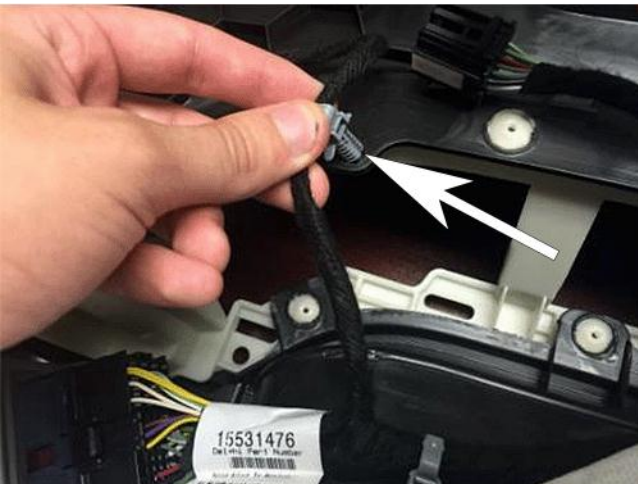


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15. Insert the new wiring harness into the square slot at the speaker grill, push down on the connector until it snaps into place.



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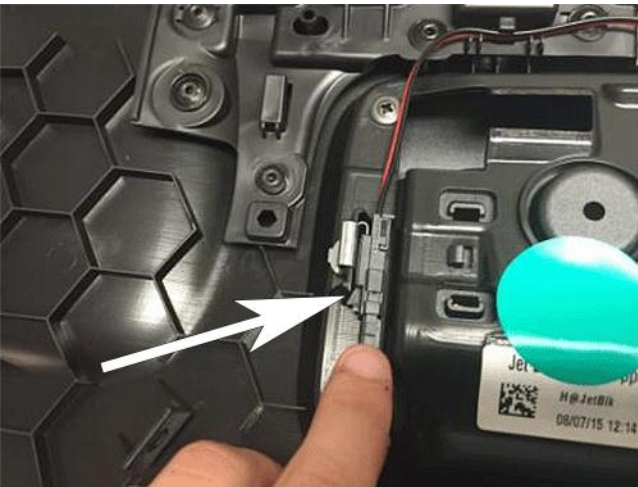
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16. Install the two wiring harness christmas trees into mounting holes on the trim panel.



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17. Insert the harness into service loop hook by lifting the hook up and pushing harness into position.



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18. Connect the LED harness to the new harness.



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19. Route the black connector directly above service hook. Route the red and gray connector in front of bridge support.
20. Re-hook the sound pad into the two service hooks at top of the trim panel. Reinstall the sound pad onto the heat stake.



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21. Turn the trim panel over on the work surface. Three wiring harness connectors will be visible in the switch bezel area.
22. Install the existing power window and power door lock switches, along with the new power mirror switch, into the new front side door accessory switch mount plate.
23. Connect the wiring harness connectors as follows: grey connector to the mirror switch, red connector to the lock switch and the black connector to the window switch.



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24. Install the four screws in the noted order while pushing down on the front side door accessory switch mount plate. **Tighten** 1.8Nm.
25. Reinstall the driver side front side door trim panel. Refer to *Front Side Door Trim Replacement (With A31)* in SI.

FLOOR PLAN REIMBURSEMENT

Dealers in possession of vehicles included in the Stop Delivery are eligible for reimbursement of floor plan expense upon completion of this recall. This reimbursement is limited to the number of days from the Stop Delivery message to receipt of the recall parts and/or repair procedures. Floor plan reimbursement beyond these dates is not allowed. The amount of reimbursement should be charged as a net amount expense using the recall labor operation provided.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Note: To avoid having to "H" route the floor plan transaction for approval, it must be submitted prior to the repair transaction.

| Labor Code | Description | Labor Time | Net Item |
|------------|--|------------|----------|
| 9101850 | Install Revised Driver Door Trim Panel Wiring Harness, Power Mirror Switch and Accessory Switch Mounting Plate | 0.5 | N/A |
| 9101859 | Floor Plan Reimbursement | N/A | *** |

*** The amount identified in "Net Item" should represent the product of the vehicle's average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (October 16, 2015) to the date the repair is completed and the vehicle is ready for sale not to exceed 22 days:

| Vehicle | US Reimbursement Amount | Canadian Reimbursement Amount |
|-------------------|-------------------------|-------------------------------|
| 2015 Silverado HD | \$ 6.28 | N/A |
| 2016 Silverado HD | \$ 6.89 | \$7.71 |
| 2015 Silverado LD | \$ 5.17 | \$ 5.88 |
| 2016 Silverado LD | \$ 5.10 | \$3.91 |
| 2015 Sierra HD | \$ 6.87 | N/A |
| 2016 Sierra HD | \$ 7.61 | \$7.24 |
| 2015 Sierra LD | \$ 5.62 | N/A |
| 2016 Sierra LD | \$ 5.34 | N/A |

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.

