



Bulletin No.: 14284A
Date: April 2016

Program Bulletin

CUSTOMER SATISFACTION PROGRAM

SUBJECT: Upfitter Auxiliary Switches
MODELS: 2014 Chevrolet Silverado 1500
2015 Chevrolet Silverado
2014 GMC Sierra 1500
2015 GMC Sierra
Equipped with Auxiliary Switch Bank (RPO 9L7)

This bulletin has been revised to increase the population, extend the expiration date, and revise the Part Information section. Part number 23280309 communicated in the previous version of this bulletin may still be available in limited quantities. If you have this part in stock it is permissible to use it to repair the vehicle. Refer to the Parts Information section below for additional information. Please discard all copies of bulletin 14284.

THIS PROGRAM IS IN EFFECT UNTIL APRIL 30, 2018.

CONDITION

Certain 2014 and 2015 model year Chevrolet Silverado and GMC Sierra vehicles equipped with the Auxiliary Switch Bank (RPO 9L7) may have an electrical issue created when one or both Upfitter fuses used for the instrument panel mounted auxiliary switch bank are moved from the battery feed to the ignition feed position. If the fuse positions are altered, the engine could continue to run after the ignition switch is turned off. There could also be an inadvertent glowing of the auxiliary switch indicators, additional parasitic current drain, or a no start condition.

CORRECTION

Dealers are to replace the underhood electrical center.

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

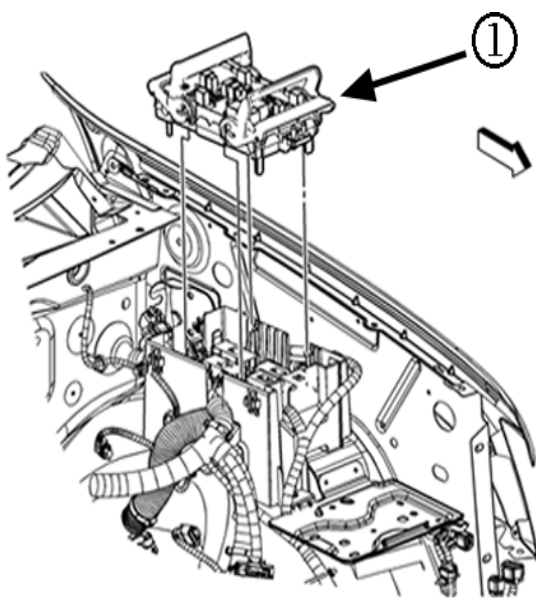
Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order. A quantity limiter may be in effect.

Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which part to order. Refer to the parts table below.

Note: Part number 23280309 - Engine Wiring Harness Junction Block communicated in the previous version of this bulletin may still be available for order in limited quantities. This wiring junction block was a universal fit for all applications with the auxiliary switch bank. If you have this part in stock it is permissible to use it to repair the vehicle.

Part Number	Description	Quantity/Vehicle
84017810	Engine Wiring Harness Junction Block	1
84017811	Engine Wiring Harness Junction Block	1
84071500	Engine Wiring Harness Junction Block	1

SERVICE PROCEDURE



3963531

1. Remove the underhood electrical center (1). Refer to *Underhood Electrical Center or Junction Block Replacement* in SI.
2. Install the new underhood electrical center. Refer to *Underhood Electrical Center or Junction Block Replacement* 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
9101115	Underhood Electrical Center Replacement	0.3

CUSTOMER NOTIFICATION

General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

DEALER PROGRAM RESPONSIBILITY

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through April 30, 2018.

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 April 30, 2018, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

April 2016

Dear General Motors Customer:

We have learned that your 2014 or 2015 model year Chevrolet Silverado or GMC Sierra may have been built with an electrical issue created when one or both Upfitter fuses used for the instrument panel mounted auxiliary switch bank are moved from the battery feed to the ignition feed position. If the fuse positions are altered, the engine could continue to run after the ignition switch is turned off. There could also be an inadvertent glowing of the auxiliary switch indicators, additional parasitic current drain, or a no start condition

Your satisfaction with your 2014 or 2015 model year Chevrolet Silverado or GMC Sierra 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 Chevrolet or GMC dealer will replace the underhood electrical center. This service will be performed for you at no charge until April 30, 2018. 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. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date

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

14284A

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS3991
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 8, 2016

Subject: 14284A – Upfitter Auxiliary Switches
Revised Population and Parts Information

Models: 2014 Chevrolet Silverado 1500
2015 Chevrolet Silverado
2014 GMC Sierra 1500
2015 GMC Sierra
Equipped with Auxiliary Switch Bank (RPO 9L7)

To: All Chevrolet and GMC Dealers

This bulletin has been revised to increase the population, extend the expiration date, and revise the part information section. Part number 23280309 communicated in the previous version of this bulletin may still be available in limited quantities. If you have this part in stock, it is permissible to use it to repair the vehicle. Refer to the parts information section within the bulletin for additional information. Please discard all copies of bulletin 14284.

The total number of additional U.S. vehicles involved is 525.

Customer Letter Mailing

The customer letter mailing for these additional vehicles will begin on April 26, 2016.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated April 11, 2016. A list of the additional vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions for these additional vehicles until the VIN appears in IVH.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS