



15803 - Customer Satisfaction - Rear Axle Wiring Harness Damage  
Updated Date: Apr 29, 2016 14:20 ET

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4015  
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 29, 2016

Subject: 15803 - Customer Satisfaction  
Rear Axle Wiring Harness Damage

Models: 2014-2015 Chevrolet Caprice (Export only)  
2014-2015 Chevrolet PPV  
2014-2015 Chevrolet SS

To: All GM Dealers

General Motors is releasing Customer Satisfaction Program 15803 today. The total number of U.S. vehicles involved is 12,492. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on May 12, 2016.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated in the near future. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS



[15803 Bulletin.pdf](#)



[15803 US Stock VIN List.xlsx](#)

About this Alert

---

Reference Number: [GCUS-3-523](#)

Published to: Home Page

Version: 1.0

Alert Type: Customer Satisfaction

Original Published Date: Apr 29, 2016 14:20 ET

Expires: Jun 28, 2016 0:00 ET

Contact : [loren.rusk@gm.com](mailto:loren.rusk@gm.com)