

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS3970
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 21, 2016

Subject: Snow Plow Prep Package
Customer Advisory Letter Mailing

Models: 2014-2015 Chevrolet Silverado
2014-2015 GMC Sierra
Equipped with Snow Plow Prep Package (RPO VYU)

To: All Chevrolet and GMC Dealers

This communication is to inform you that a customer mailing will take place beginning March 23rd. The letter informs customers that, under certain conditions, there may be brief and intermittent interruptions of certain electronic features when the vehicle is fitted with a snow plow. For example, a brief outage of the instrument panel cluster, the radio, and/or the climate control system could occur upon releasing the snow plow control button after adjusting the snow plow blade. These systems will return automatically after the brief interruption.

A wiring harness that will help reduce these interruptions is now available to correct this condition. Dealers may refer to www.gmupfitter.com for the latest version of GM Upfitter Integration Technical Bulletin 124 for further repair instructions.

A copy of the letter is attached to this message.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS

March 2016

<CustomerName>
<CustomerAddress>

This notice applies to your vehicle, **VIN: <VIN>**.

Dear <CustomerName>:

As the owner of a <Year> model year <VINDivisionName> <Vehicle_Name> equipped with the optional Snow Plow Prep Package (option code VYU), your satisfaction with our product is very important to us.

We are writing to make you aware that your vehicle may, under certain conditions, experience brief and intermittent interruptions of certain electronic features when fitted with a snow plow. For example, you may experience a brief outage of the instrument panel cluster, the radio, and/or the climate control system upon releasing the snow plow control button after adjusting the snow plow blade. These systems will return automatically after the brief interruption.

A wiring harness that will help reduce these interruptions is available to correct this condition.

If you believe that your vehicle has the condition described above, contact your <VINDivisionName> dealer and present this letter, or have your dealer refer to www.gmupfitter.com for the latest version of GM Upfitter Integration Technical Bulletin 124 for further repair instructions.

Important: There are a few things you can do that may help reduce these brief interruptions until your vehicle is repaired.

1. Take your foot off the accelerator pedal before you release the plow control button. This will lower the engine RPMs when the snow plow blade control is released and help minimize any electrical interruption.
2. Turn on electrical loads.

If you have any questions or concerns, please contact the <VINDivisionName> Customer Assistance Center at <DivCACPhone>.

We sincerely regret any inconvenience this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your <VINDivisionName> <Vehicle_Name> provides you with many miles of enjoyable driving.

<Boler_closing>