



Program Bulletin

CUSTOMER SATISFACTION PROGRAM

SUBJECT: Interior Electrical Center Left End Cap Fuse Label Error

MODELS: 2015 Cadillac Escalade, Escalade ESV
2015 Chevrolet Suburban, Tahoe
2015 GMC Yukon, Yukon XL

.....
THIS PROGRAM IS IN EFFECT UNTIL FEBRUARY 28, 2018.
.....

Labels required to perform this program are being mailed to customers of record, along with installation instructions. Customers may install the label, or if they desire, they may take the label to their dealer for installation at **no charge**. To reduce the inconvenience to the customer, if a customer brings their vehicle and their label into your facility for installation, please have this recall performed on the vehicle immediately, if possible, so that the customer does not have to leave their vehicle at the facility.

CONDITION

Certain 2015 model year Cadillac Escalade, Escalade ESV, Chevrolet Suburban, Tahoe, GMC Yukon and Yukon XL model vehicles have an incorrect electrical circuit label on the instrument panel left end cap cover that shows four incorrect fuse positions. This condition could lead to service confusion, and possible improper fuse installation. Fuses protect wiring circuits, and if a higher than required fuse is installed, the circuit wire may fault open or increased risk of fire may result.

CORRECTION

Dealers are to install a corrected label. Since a new label can be easily installed, and to reduce customer inconvenience, the label will be sent directly to customers of record along with the installation instructions. Customers may install the label, or if they desire, they may bring the label to their dealer for installation at **no charge**.

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

USA: Parts required to complete this recall are to be ordered online, through the DWD 1Store application in Global Connect. Please log in and order the appropriate item number label(s) using the chart below. The label will be provided at no charge. **Do not order labels from GMCCA.**

Canada: Please contact the Warranty Call Centre (WCC) at 1-888-222-5546 to order required overlay label(s). The item number for the Canadian version of the label is listed in the chart below. The label will be provided at no charge. **Do not order labels from GMCCA.**

Note: Labels are being mailed to customers of record. Please order labels for inventory vehicles only.

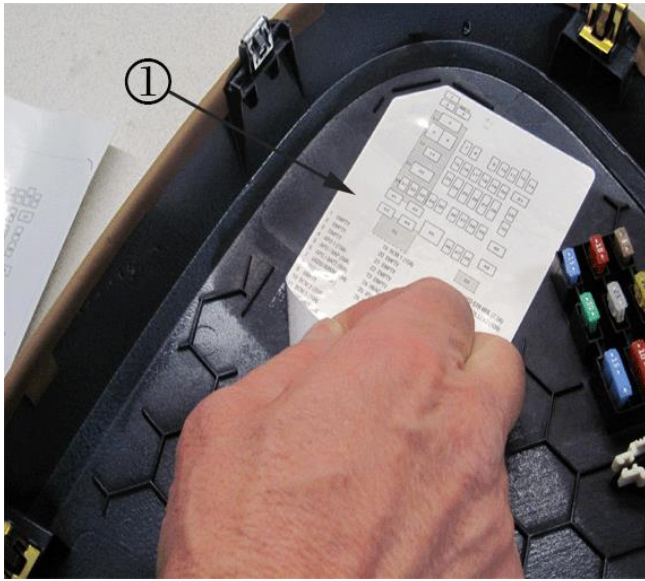
Item Number	Description	Quantity/Vehicle
CS15577	Fuse Block Label/Label-I/P Fuse BLK ACC Hole	1

SERVICE PROCEDURE



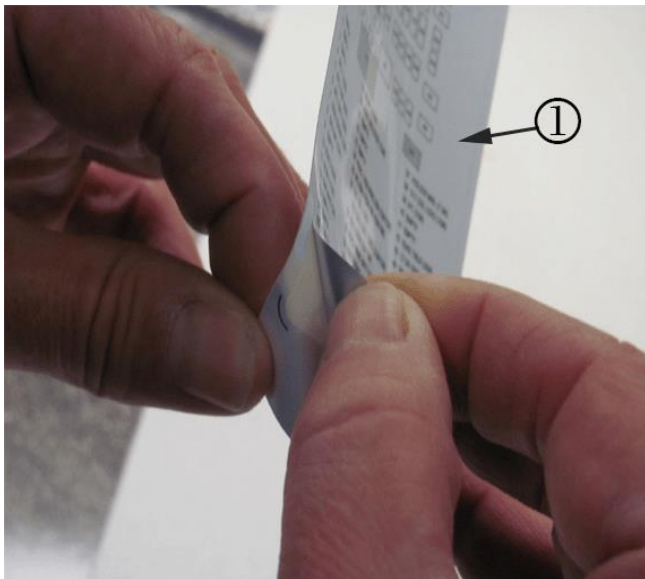
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1. Remove the Instrument Panel Fuse Block Access Hole Cover - Left Side (1). Refer to *Instrument Panel Fuse Block Access Hole Cover Replacement* in SI.



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2. Remove existing label (1) and any residue using isopropyl alcohol. Dry the label surface with clean, lint free cloth. The label surface must be clean, dry and free of any contaminants. Do NOT place new label over an existing label.



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3. Firmly hold the new label (1) and peel protective liner from the back side, being careful not to touch or contaminate the adhesive with dirt or foreign matter.



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- Using the alignment tabs (1), carefully align new label (2) to the surface. Press firmly and smooth out entire label ensuring corners are fully adhered.



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- Install the Instrument Panel Fuse Block Access Hole Cover - Left Side (1). Refer to *Instrument Panel Fuse Block Access Hole Cover Replacement* in SI.

WARRANTY TRANSACTION INFORMATION

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

Note: Labels are being provided to dealers at no-charge.

Labor Code	Description	Labor Time
9101975	Install New Fuse Block Label	0.2

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/repaired per the service procedure of this program bulletin before customers take possession of these vehicles. Part availability for this program is limited, but improving. Parts are available for dealers to address inventory units that have been sold. Dealers are strongly encouraged to address vehicles prior to delivery to the customer. However, if this is not possible, dealers are to make arrangements with the customer to return for completion of the Customer Satisfaction Program at a later date, convenient to the customer.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through February 28, 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 February 28, 2018, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



February 2016

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2015 model year Cadillac Escalade, Escalade ESV, Chevrolet Suburban, Tahoe, GMC Yukon or Yukon XL may have been built with an incorrect electrical circuit label on the instrument panel left end cap cover that shows four incorrect fuse positions. This condition could lead to service confusion, and possible improper fuse installation. Fuses protect wiring circuits, and if a higher than required fuse is installed, the circuit wire may fault open or increased risk of fire may result.

Your satisfaction with your vehicle is very important to us, so we are announcing a program to correct this condition.

What We Will Do: The new fuse block label for your vehicle is enclosed. To reduce your inconvenience, you can install the label easily by following the enclosed instructions. If you desire, however, you may take the label to your dealer for installation within the next 60 days. This service will be performed for you at **no charge**.

What You Should Do: If you would like your dealer to install the label, you should contact your <DIV_DLR> dealer to arrange a service appointment as soon as possible. Bring the label with you when you visit your dealer.

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)
Cadillac	1-800-458-8006	1-800-833-2622
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

Enclosure
15577

GM CUSTOMER CARE AND AFTERSALES
DCS3949
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 04, 2016

Subject: 15577 - Customer Satisfaction Program
Interior Electrical Center Left End Cap Fuse Label Error

Models: 2015 Cadillac Escalade, Escalade ESV
2015 Chevrolet Suburban, Tahoe
2015 GMC Yukon, Yukon XL

To: All Cadillac, Chevrolet and GMC Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New or Used Vehicle Sales
Manager, and Warranty Administrator

On February 10, 2016 GM began mailing customer letters with fuse block labels enclosed. The letter instructed the customer to install the corrected label, or if they desire, to take the label to their dealer for installation at no charge.

It has come to our attention that the printing facility experienced mechanical difficulties resulting in a small number of customers receiving their letter without the label.

The purpose of this message is to direct dealers to the parts information section in bulletin 15577 to order a replacement if contacted by a customer missing the corrected label. To reduce further customer inconvenience, please make arrangements with the customer to have the label installed.

Thank you for your cooperation.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES