



Program Bulletin

CUSTOMER SATISFACTION PROGRAM

SUBJECT: Intake Air Heater (IAH) Fires

MODELS: 2015 Chevrolet Silverado HD
2015 GMC Sierra HD
Equipped with Duramax Diesel Engine (RPO LML)

.....
THIS PROGRAM IS IN EFFECT UNTIL APRIL 30, 2018
.....

CONDITION

Certain 2015 model year Chevrolet Silverado HD and GMC Sierra HD vehicles equipped with a Duramax diesel engine (RPO LML) may have a condition in which the intake air heater's field-effect transistor could generate excessive heat if the system voltage exceeds 13.5V. This heat can cause a short circuit in the transistor and, in rare cases, a fire in the vehicle's engine compartment.

CORRECTION

Dealers are to reprogram and update the glow-plug control module with new software which limits the intake air heater input voltage to 13.5V.

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

No parts are required for this repair.

SERVICE PROCEDURE

Note: Carefully read and follow the instructions below.

- DO NOT attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.
 - DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the control module is not properly configured with the correct calibration software, the control module will not control all of the vehicle features properly.
 - Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
 - Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. When required install the *EL-49642* SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
 - Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
 - During the programming procedure, follow the SPS prompts for the correct ignition switch position.
 - Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.
 - Refer to *Glow Plug Control Module Programming and Setup* in SI for additional information on programming the glow plug control module.
1. Install *EL-49642* SPS programming support tool.
 2. Access the Service Programming System (SPS) and follow the on-screen instructions.

Note: The glow plug control module (GPCM) does not allow programming if its temperature is above 60°C (140°F).

3. On the SPS Supported Controllers screen, select K34 Glow Plug Control Module – Programming and follow the on-screen instructions.
4. At the end of programming, choose the “Clear All DTCs” function on the SPS screen.

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
9102133	Glow Plug Control Module Reprogramming with SPS	0.4

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 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/repaired 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.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**

April 2016

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

Dear General Motors Customer:

We have learned that your 2015 model year Chevrolet Silverado HD or GMC Sierra HD equipped with a Duramax diesel engine may have a condition in which the intake air heater’s field-effect transistor could generate excessive heat if the system voltage exceeds 13.5V. This heat can cause a short circuit in the transistor and, in rare cases, a fire in the vehicle’s engine compartment.

Your satisfaction with your 2015 model year Chevrolet Silverado HD or GMC Sierra HD is very important to us, so we are announcing a program to prevent this condition.

What We Will Do: Your GM dealer will reprogram and update the glow-plug control module with new software which limits the intake air heater input voltage to 13.5V. 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.

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	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
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

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS3981
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 30, 2016

Subject: 35460 - Customer Satisfaction Program
Intake Air Heater (IAH) Fires

Models: 2015 Chevrolet Silverado HD
2015 GMC Sierra HD
Equipped with Duramax Diesel Engine (RPO LML)

To: All Chevrolet and GMC Dealers

General Motors is releasing Customer Satisfaction Program 35460 today. The total number of U.S. vehicles involved is approximately 58,800. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin the week of April 25, 2016.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated April 1, 2016. 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