

15801 - Customer Satisfaction Program - Emergency Vehicle Reduced Power - 2012 MY Vehicles Suspended

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GM CUSTOMER CARE AND AFTERSALES
DCS4142

URGENT - DISTRIBUTE IMMEDIATELY

Date: May 16, 2016

Subject: 15801 - Customer Satisfaction Program
Emergency Vehicle Reduced Power
2012 Model Year Vehicles Suspended

Models: 2010-2016 Chevrolet Express
2011-2013 Chevrolet Silverado HD
2015-2016 Chevrolet Silverado HD
2010-2016 GMC Savana
2011-2012 GMC Sierra HD
2015 GMC Sierra HD
Equipped with Duramax Diesel Engine (RPO's YF2 or ANM)

To: All GM Dealers

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

Effective immediately, stop the reprogramming of all 2012 model year vehicles involved in this program until further notice. This action is necessary due to missing variables in the required calibration. This anomaly can result in the intended remedy not being comprehended for all 2012 model year vehicles.

The affected calibration has been temporarily turned off. If the reprogramming is attempted, a programming error will be received. Dealers will be notified once the new calibration is updated and available.

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About this Alert

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