



Program Bulletin

CUSTOMER SATISFACTION PROGRAM

SUBJECT: Emergency Vehicle Reduced Power

MODELS: 2010-2016 Chevrolet Express
2011-2013 Chevrolet Silverado HD
2015-2016 Chevrolet Silverado HD
2010-2016 GMC Savana
2011-2012 GMC Sierra HD
2015-2016 GMC Sierra HD
Equipped with Duramax Diesel Engine (RPO LGH or LML) and Ambulance
Upfitter or Fire Truck Upfitter (RPO YF2 or ANM)

This bulletin is being revised to add a note at the beginning of the Service Information section. The 2016 model year GMC Sierra HD vehicle, and an increase in population has also been added. Please discard all copies of bulletin 15801.

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THIS PROGRAM IS IN EFFECT UNTIL April 30, 2018.
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CONDITION

Certain 2010-2016 model year Chevrolet Express, GMC Savana, 2011-2013 model year Chevrolet Silverado HD, 2015-2016 model year Chevrolet Silverado HD, 2011-2012 model year GMC Sierra HD, 2015-2016 model year GMC Sierra HD vehicles equipped with Duramax diesel engine (RPO LGH or LML) and Ambulance Upfitter or Fire Truck Upfitter (RPO YF2 or ANM), may have a condition in which the emission control system as designed will limit speed under certain conditions. The EPA has approved General Motor's request to remove the emission control system speed limitations on these emergency vehicles where applicable.

CORRECTION

Dealers are to reprogram the engine control module (ECM) with new calibration for emergency vehicles, which will remove the emission control system speed limitations, and also provide an earlier warning for diesel particulate filter (DPF) regeneration.

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 procedure.

SERVICE PROCEDURE

Note: If an emission fault is present, the speed limiting messages will still appear on the instrument panel cluster for 2010-2016 Chevrolet Express and GMC Savanna, 2011-2013 Chevrolet Silverado HD, and 2011-2012 GMC Sierra HD, but the vehicle will not be speed limited. Please take the vehicle in for service to resolve the emission fault.

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.
 - 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.
 - Prior to programming, record the engine oil life percentage remaining.
1. Reprogram the K20 Engine Control Module. Refer to *K20 Engine Control Module: Programming and Setup (LGH)*, *K20 Engine Control Module: Programming and Setup (LGH or LML)*, or *K20 Engine Control Module: Programming and Setup*.
 2. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.

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
9102015	Engine Control Module Reprogramming with SPS: 2010-2013 Express/Savana	0.4
	2011-2016 Silverado/Sierra, 2014-2016 Express/Savana	0.3

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/repared 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 June 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 June 30, 2018, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



June 2016

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

Dear General Motors Customer:

We have learned that your 2010-2016 model year Chevrolet Express, GMC Savana, 2011-2013 model year Chevrolet Silverado HD, 2015-2016 model year Chevrolet Silverado HD, 2011-2012 model year GMC Sierra HD, or 2015-2016 model year GMC Sierra HD vehicle, equipped with a Duramax diesel engine and Ambulance Upfitter or Fire Truck Upfitter, may have a condition in which the emission control system as designed will limit speed under certain conditions. The EPA has approved General Motor’s request to remove the emission control system speed limitations on these emergency vehicles where applicable.

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

What We Will Do: Your GM dealer will reprogram the engine control module (ECM) with a new calibration for emergency vehicles, which will remove the emission control system speed limitations, and also provide an earlier warning for diesel particulate filter (DPF) regeneration. This service will be performed for you at **no charge until June 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

**15801A - Customer Satisfaction Program - Emergency Vehicle Reduced Power -
2012 MY Vehicles Resumed**

Updated Date: May 27, 2016 9:30 ET

GM CUSTOMER CARE AND AFTERSALES
DCS4055
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 27, 2016

Subject: 15801A - Customer Satisfaction Program
Emergency Vehicle Reduced Power
2012 Model Year Vehicles Resumed, Service Information Updated,
2016 GMC Sierra and Increased Population

Models: 2010-2016 Chevrolet Express
2011-2013 Chevrolet Silverado HD
2015-2016 Chevrolet Silverado HD
2010-2016 GMC Savana
2011-2012 GMC Sierra HD
2015-2016 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

On May 16, 2016, General Motors temporarily placed the reprogramming of all 2012 model year vehicles involved in this program on hold due to missing variables in the required calibration. The new calibration is now updated and available for all 2012 model year vehicles. Dealers may now resume repairing the involved vehicles for this programming event.

In addition, this bulletin is being revised to add a note at the beginning of the Service Information section. The 2016 model year GMC Sierra HD vehicle, and an increase in population has also been added. Please discard all copies of bulletin 15801.

Customer Letter Mailing

The customer letter mailing for this increased population will begin in late June, 2016.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated May 28, 2016. A list of the additional involved vehicles in dealer inventory is attached to this message. Please hold all warranty transactions for these additional vehicles until the VIN appears in IVH.

GM CUSTOMER CARE AND AFTERSALES

[15801A Bulletin.pdf](#)

[Added VIN Stock list 5-26-16.xlsx](#)

About this Alert

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