

Service Parts Customer Satisfaction Program

15809 Trailer Hitch Platform Fractures



Reference Number: 150809
GWM Number: N150809

Release Date: May 2016
Revision: 00

Attention: Trailer Hitch Platforms involved in this program were sold over the counter or used to repair various serviced vehicles. For information on involved vehicles manufactured with the identified trailer hitch platforms refer to the latest version of Customer Satisfaction Bulletin 15036. Dealers who ordered this part for service are identified in the attachment contained in the Administrative Message (U.S.) or Dealer Communication (Canada). Please see the Vehicles Involved section for details.

This program is in effect until May 31, 2018.

Make	Model	Model Year	
		From	To
Chevrolet	Silverado LD	2014	2015
GMC	Sierra LD	2014	2015

Various serviced vehicles may have had a suspect part installed during a service visit. A search of General Motors sales records has identified the following 3 categories of sales:

1. **Sales records that contain a VIN.** These identified VINs will be available on the Investigate Vehicle History (IVH) screen in GM Global Warranty Management (GWM) system. GM will contact these customers.
2. **Sales records that contain a customer address but no VIN.** GM will contact these customers. The VIN will not appear in IVH.
3. **Sales records that do not contain a VIN or customer address.** Attached to the dealer message announcing this program is a list that identifies the involved dealers, provides an invoice number and any additional information available. Dealers are to search their part sales records to determine the name and address of the purchaser. If the purchaser is the owner of the vehicle, dealers are to send the owner a copy of the letter found in this bulletin, requesting that their vehicle be brought in for repair. If the purchaser is a body shop, independent repair shop, etc., dealers are to contact the repair facility and obtain the owner's name and address and send the owner a copy of the letter. The VIN will not appear in IVH.

For dealers with involved vehicles that can be identified by VIN, a listing with involved vehicles containing the complete VIN, customer name, and address information has been prepared and will be provided to USA & 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.

Condition	Certain 2014 and 2015 model year Chevrolet Silverado LD and GMC Sierra LD model vehicles equipped with the 12,000 lb. trailering package (RPO Z82) may have been serviced with, or the customer sold over the counter, a trailer hitch platform that could develop cracks at the weld points over time. With heavy towing loads over thousands of miles, these cracks could potentially propagate and fatigue the welds. If the trailer hitch platform welds fatigue while the vehicle is being operated with a trailered load, that trailer could become unsecured.
Correction	Dealers are to remove and replace the trailer hitch platform.

Part Information

Quantity	Part Name	Part No.
1	Trailer Hitch Platform (US, Canada, Mexico)	*19333098
1	Trailer Hitch Platform (Export Only)	23344202

* \$100 core charge has been added to this part.

Note: To ensure sufficient stock is available for repairs, it is essential to return trailer hitch cores (US, Canada and Mexico) as soon as possible. A limited number of stock is available. Export trailer hitch cores are not part of the core return process.

Please refer to your "involved vehicles listing" before ordering parts. This part is on a National Control H which prevents air shipments, all non-DRO orders will cancel. Your order will follow normal DRO order writing processing. All orders should be placed on a DRO = Daily Replenishment Order and can be placed on or after May 17, 2016.

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Best Practices For Core Returns

1. Please make frequent core returns.
 - Daily core returns are encouraged.
 - Do not accumulate hitch cores more than a week.
 - Process as a “light core”. Use Core ID Labels.
 - Hitch cores will not be requested by the Warranty Parts Center – so don’t delay returning much needed cores.
 - Return hitch cores in the original GM box.
2. Everyone wins with frequent core returns.
 - Improves cash flow - \$100 exchange on hitches.
 - Reduces congestion on trailers back to crossdocks.
 - Provides steady supply of cores to the remanufacturer.
3. Best to create separate light core applications for hitch cores only.
 - Separate applications for hitches not mandatory – but recommended when volumes are high.

Warranty Information

For vehicles that are listed in IVH				
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102069	Trailer Hitch Replacement	1.3**	ZFAT	N/A
9102070	Trailer Hitch Replacement (Export Only)	1.0	ZFAT	N/A

For vehicles that are NOT listed in IVH				
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102071*	Trailer Hitch Replacement	1.3**	ZREG	N/A
9102072	Trailer Hitch Replacement (Export Only)	1.0	ZREG	N/A

* Because the VIN is not loaded into IVH, the warranty transaction MUST be H-routed for wholesale authorization. Submit a transaction using the table below. All transactions should be submitted as a ZREG transaction type, unless noted otherwise.

** Includes 0.3 hour administrative allowance for return of the used trailer hitch platform (document preparation and packaging).

Service Procedure

Note: Do NOT discard or destroy the box containing the new trailer hitch platform, it will be needed to return the used trailer hitch platform. (US, Canada and Mexico).

1. Replace the trailer hitch platform. Refer to *Trailer Hitch Platform Replacement (Light Duty - With Z82)* in SI.
2. Package the original trailer hitch platform into the original GM box and follow the normal light core return procedure. (Export Only) – Mark and scrap the defective trailer hitch to ensure it does not enter the stream of commerce.

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Dealer Responsibility – All

Dealers who have ordered the recalled part for service are identified in the attachment contained in the dealer message announcing this program. Dealers who have received this listing are required to inspect their sales records to determine the name and address of the purchaser of the recalled part.

If the purchaser is the owner of the vehicle, dealers are to send the owner a copy of the customer letter requesting that their vehicle be brought in for this program.

If the purchaser is NOT the owner of the vehicle, i.e., body shop, independent repair shop, etc., dealers are to contact the repair facility and obtain the customer's name and address so a copy of the customer letter can be sent to these customer.

Since General Motors Customer Care and Aftersales records do not always contain customer names and addresses for these over-the-counter sales, it is important that each involved dealer take the necessary time required to responsibly identify customers who have purchased the recall part.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program 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 May 31, 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 May 31, 2018, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Section 6.1.10 – Courtesy Transportation, for details.

Customer Notification

USA & Canada - General Motors will notify identified customers of this customer satisfaction program on their vehicle (see copy of customer letter included with this bulletin). Dealers that have been identified as having over-the-counter sales are to inspect their sales records to determine the purchaser of the involved part. After determining the name and address of the purchaser, dealers are to send each owner a copy of the owner letter requesting that their vehicle be brought in for this recall.

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. Dealers that have been identified as having over-the-counter sales are to inspect their sales records to determine the purchaser of the involved part. After determining the name and address of the purchaser, dealers are to send each owner a copy of the owner letter requesting that their vehicle be brought in for this program.

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**

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May 2016

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

Dear General Motors Customer:

Our records indicate that your vehicle may have been serviced with, or you may have purchased over the counter, a trailer hitch platform that could develop cracks at the weld points over time. With heavy towing loads over thousands of miles, these cracks could potentially propagate and fatigue the welds. If the trailer hitch platform welds fatigue while the vehicle is being operated with a trailered load, that trailer could become unsecured.

Your satisfaction with your GM is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will remove and replace the trailer hitch platform. This service will be performed for you at no charge until May 31, 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. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

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

15809

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4056
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 31, 2016

Subject: 15809 – Service Parts Customer Satisfaction Program
Trailer Hitch Platform Fractures

Models: 2014 - 2015 Chevrolet Silverado LD
2014 - 2015 GMC Sierra LD
Equipped with RPO Z82 Trailering Equipment

To: All General Motors Dealers

General Motors is releasing Service Parts Customer Satisfaction Program 15809 today. The total number of U.S. vehicles involved is approximately 10,663. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin today May 31, 2016.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated June 2, 2016. A BAC sorted list of known over the counter sales of the affected parts is attached to this message. The bulletin gives complete instructions for use of this list. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS