

# Customer Satisfaction Program

## 15827 Emergency Vehicle Reduced Power



Reference Number: N151703910  
 GWM Number: 2015827

Release Date: August 2016  
 Revision: 00

**Attention: This program is in effect until August 31, 2018.**

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Express	2012	2012	LGH YF2	Duramax Diesel Engine Ambulance Upfitter
	Silverado HD				
GMC	Savana				

Involved vehicles are marked “open” on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	Certain 2012 model year Chevrolet Express, Silverado HD, and GMC Savana vehicles, equipped with Duramax diesel engine (RPO LGH) and Ambulance Upfitter (RPO YF2), despite prior service may still have a condition in which the emission control system as designed will limit speed under certain conditions. In receiving prior service for the condition covered by GM Customer Satisfaction Program 15801, some of these vehicles’ engine control modules (ECM) were reprogrammed with a new calibration that still had emission control system speed limitations. The EPA has approved General Motor’s request to remove the emission control system speed limitations on these emergency vehicles where applicable, and this new Customer Satisfaction Program is intended to ensure that the limitations are removed.
<b>Correction</b>	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.

### Parts

No parts are required for this procedure.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102374	Engine Control Module Reprogramming with SPS (Express/Savana)	0.4	ZFAT	N/A
	Engine Control Module Reprogramming with SPS (Silverado)	0.3	ZFAT	N/A

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### 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.
- 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.

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*.

**Note:** If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.

### Dealer Responsibility

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 August 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 August 31, 2018, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

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### Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. 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.

### Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

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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**

# Customer Satisfaction Program

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August 2016

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

We have learned that your 2012 model year Chevrolet Express, Silverado HD, or GMC Savana equipped with Duramax diesel engine and Ambulance Upfitter despite prior service may still have a condition in which the emission control system as designed will limit speed under certain conditions. In receiving prior service for the condition covered by GM Customer Satisfaction Program 15801, some of these vehicles' engine control modules (ECM) were reprogrammed with a new calibration that still had emission control system speed limitations. The EPA has approved General Motor's request to remove the emission control system speed limitations on these emergency vehicles where applicable, and this new Customer Satisfaction Program is intended to ensure that the limitations are removed.

Your satisfaction with your Express, Silverado HD, or Savana is very important to us, so we are announcing a program to fix this condition.

**What We Will Do:** Your GM dealer will reprogram the engine control module. This service will be performed for you at **no charge until August 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.

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

15827

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4129  
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 1, 2016

Subject: 15827 - Customer Satisfaction  
Emergency Vehicle Reduced Power

Models: 2012 Chevrolet Express, Silverado HD  
2012 GMC Savana  
Equipped with Duramax Diesel Engine (RPO LGH) and Ambulance  
Upfitter (RPO YF2)

To: All Chevrolet and GMC Dealers

General Motors is releasing Customer Satisfaction Program 15827 today. The total number of U.S. vehicles involved is approximately 434. Please see the attached bulletin for details.

Vehicles involved in this recall, despite prior service, may still have a condition in which the emission control system as designed will limit speed under certain conditions. In receiving prior service for the condition covered by GM Customer Satisfaction Program 15801, some of these vehicles' engine control modules (ECM) were reprogrammed with a new calibration that still had emission control system speed limitations. The EPA has approved General Motor's request to remove the emission control system speed limitations on these emergency vehicles where applicable, and this new Customer Satisfaction Program is intended to ensure that the limitations are removed.

**Customer Letter Mailing**

The customer letter mailing will begin on August 15, 2016.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated August 2, 2016.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS