



Bulletin No.: 15803
Date: April 2016

Program Bulletin

CUSTOMER SATISFACTION PROGRAM

SUBJECT: Rear Axle Wiring Harness Damage

MODELS: 2014-2015 Chevrolet Caprice (Export Only)
2014-2015 Chevrolet Caprice PPV
2014-2015 Chevrolet SS

.....
THIS PROGRAM IS IN EFFECT UNTIL MAY 31, 2018.
.....

CONDITION

All 2014 and 2015 model year Chevrolet Caprice, Caprice PPV and SS model vehicles may have a condition in which the tape from the rear axle wiring harness can unwrap and become tangled in the driveshaft. The wiring harness is then torn away from its mounting points and connectors and becomes completely wrapped around the rotating driveshaft.

CORRECTION

Dealers are to fit cable ties to secure the tape to the rear axle wiring harness.

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 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

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order. A quantity limiter may be in effect.

Note: Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which rear axle wiring harness to order.

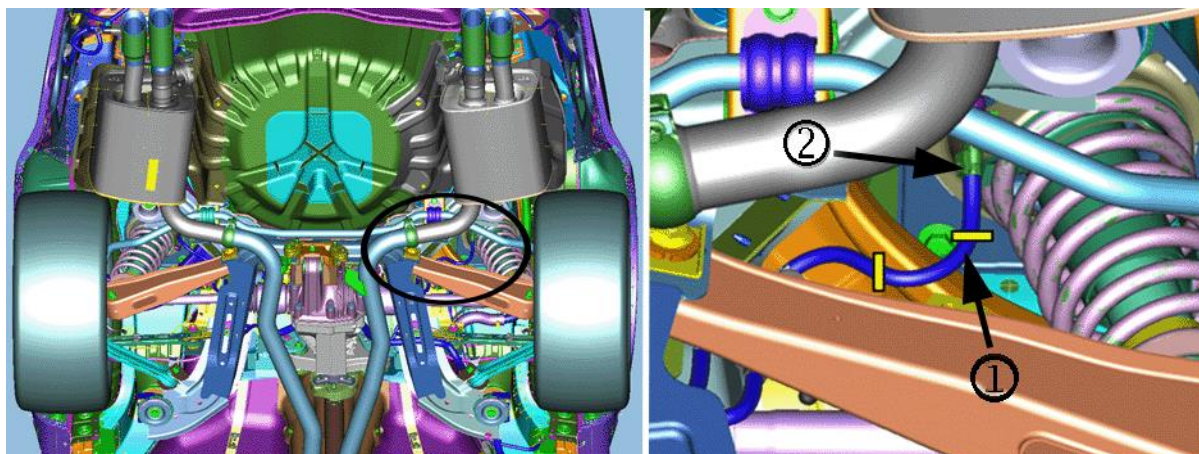
Part Number	Description	Quantity/Vehicle
11509087	Strap, Adj. Tie	20 (Chevrolet SS)
11509087	Strap, Adj. Tie	9 (Chevrolet Caprice, Caprice PPV)
11509087	Strap, Adj. Tie	3 (Required only if protective tape has unraveled)
Refer to EPC	Rear Axle Wiring Harness	1 (As req'd)

SERVICE PROCEDURE

Note: This service procedure covers SS, Caprice (Export), and Caprice PPV models. Some variation exists in regard to level sensors on the rear axle.

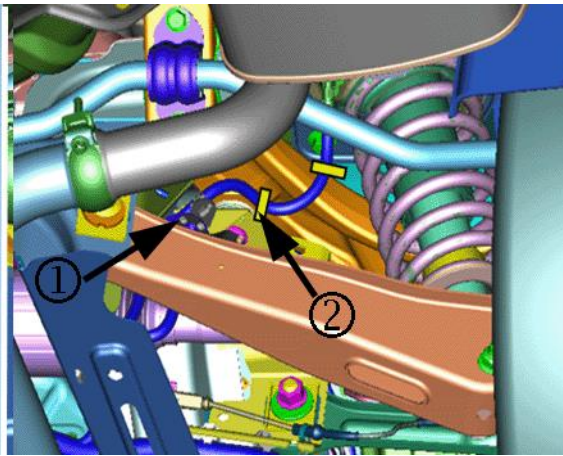
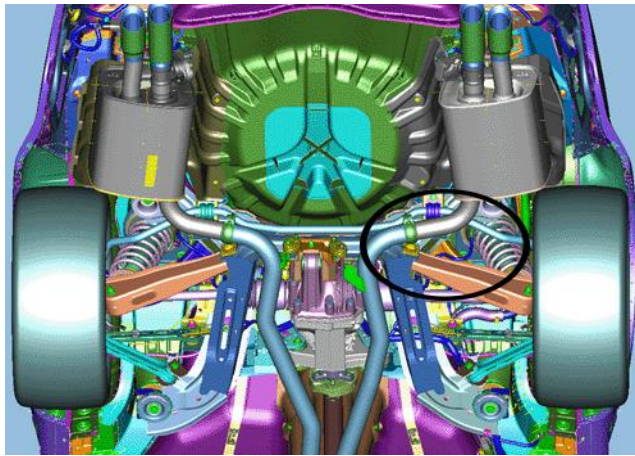
CHEVROLET CAPRICE (Export), and SS

1. Raise and support vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
2. Inspect the rear axle harness for any signs of broken wires or damaged conduit. While inspecting the harness, mark the cable tie locations as per Steps 6-24 with a marker.
3. If the rear axle harness has been damaged as described in Step 2 replace the rear axle wiring harness.
4. Inspect the rear axle harness for any signs of the protective outer tape unravelling.
5. If the protective outer tape is unravelling, re-wrap the tape around the rear axle harness. Replicate original taping direction and then apply a cable tie to secure the tape end. Ensure the cable tie is orientated in such a way that the head of the cable tie is in free space and clear of any components.



4502196

6. Add 1st cable tie (1) on wiring branch to right hand rear electronic suspension rear position sensor (if applicable) wiring connection, 50mm from the connector (2) as shown.

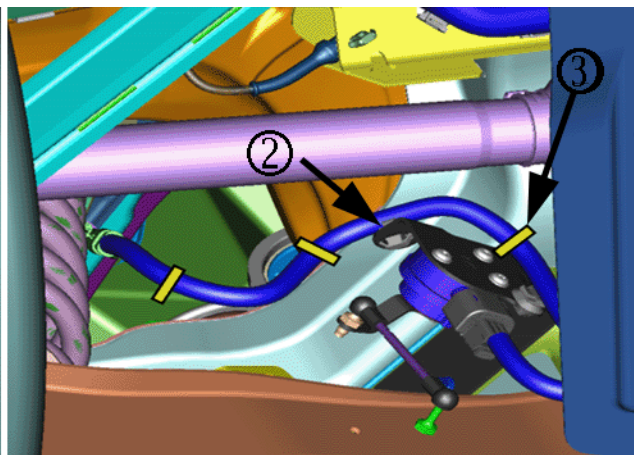
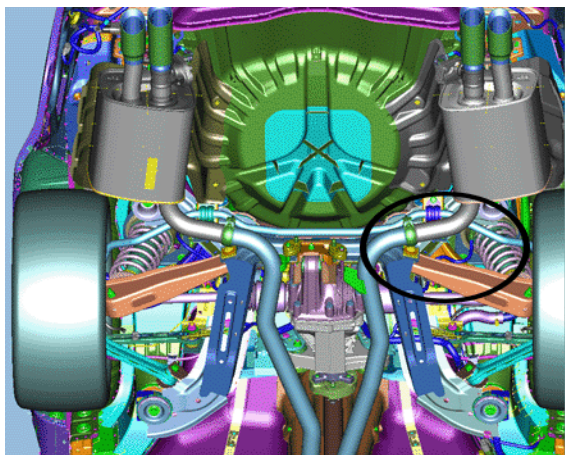


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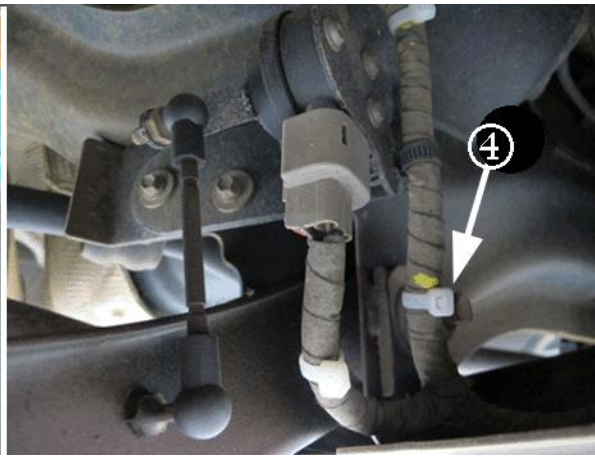
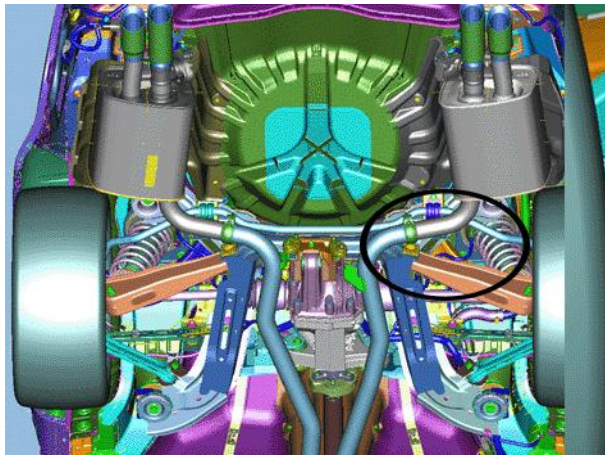
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7. Add 2nd cable tie (2) on wiring branch to right hand rear electronic suspension rear position sensor (if applicable) wiring connection, 60mm from the clip attaching the harness to the electronic suspension rear position sensor bracket (1), as shown.



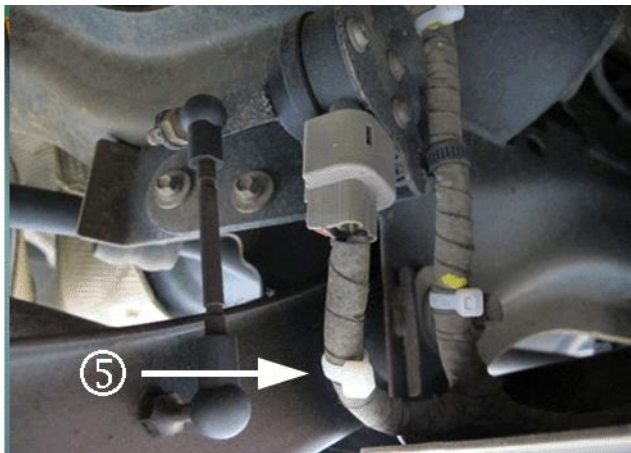
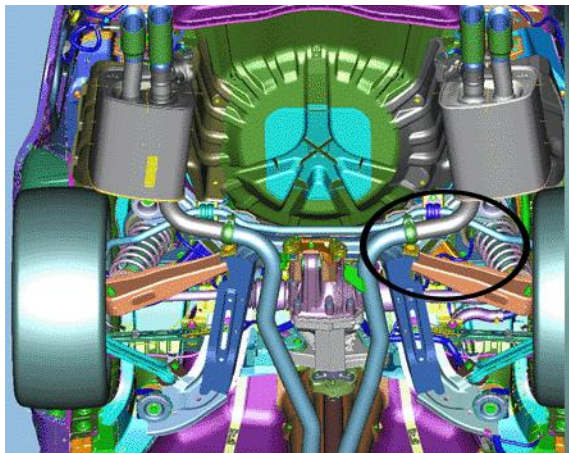
4502208

8. Add 3rd cable tie (3) on wiring branch to right hand rear electronic suspension rear position sensor (if applicable) wiring connection, 60mm from the clip attaching the harness to the rear electronic suspension rear position sensor bracket (2), as shown.

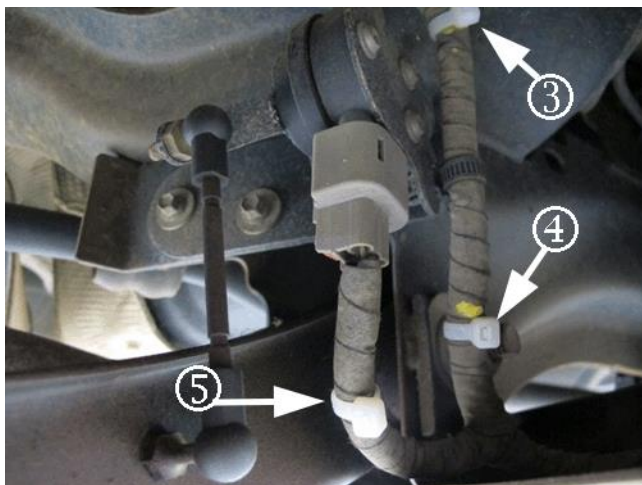


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9. Add cable tie (4) on wiring branch to right hand rear electronic suspension rear position sensor (if applicable) wiring connection, as shown.

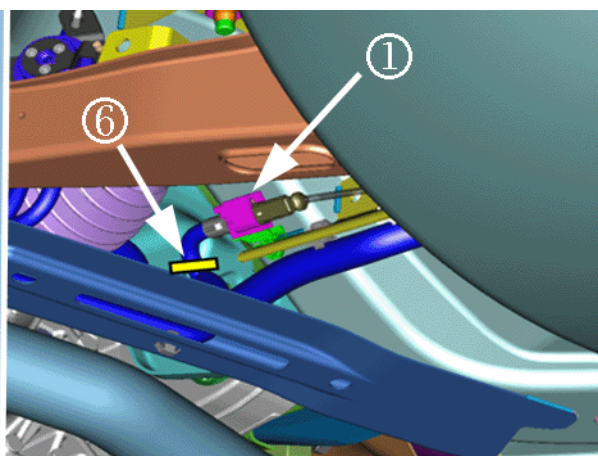
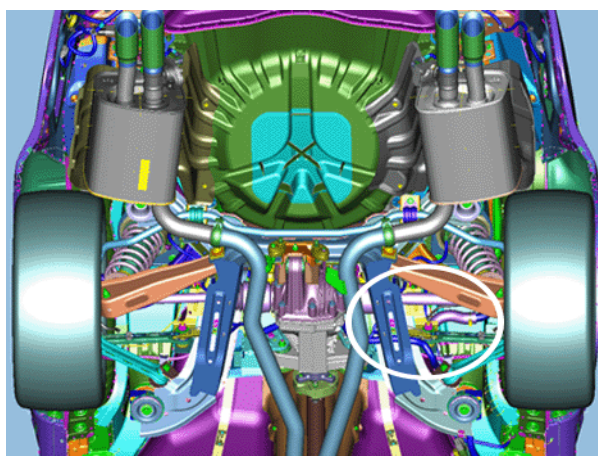


45022013



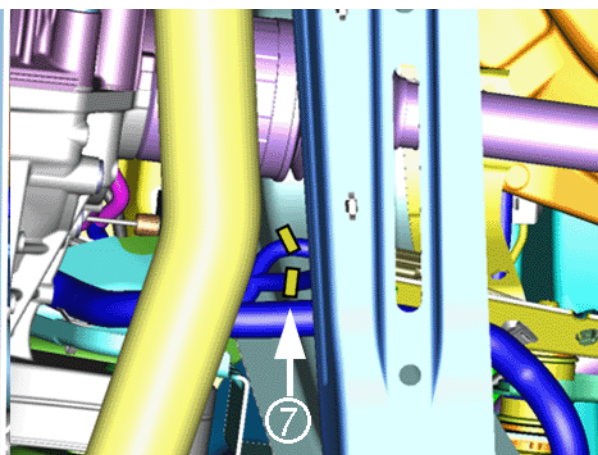
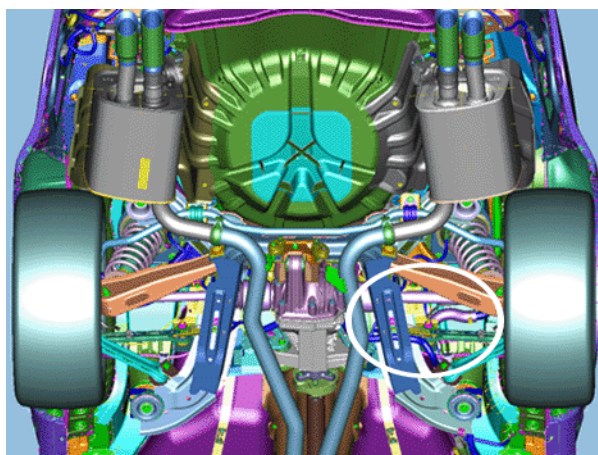
4502215

10. Add cable tie (5) on wiring branch to right hand rear electronic suspension rear position sensor (if applicable), as shown.



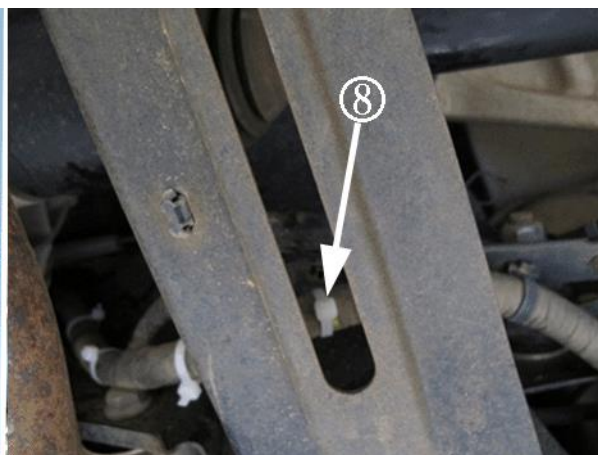
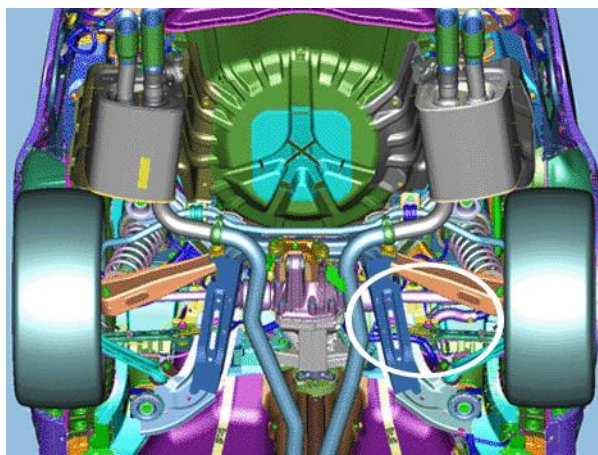
4502217

11. Add cable tie (6) on wiring harness adjacent to the right hand rear wheel speed sensor connector (1) as shown.



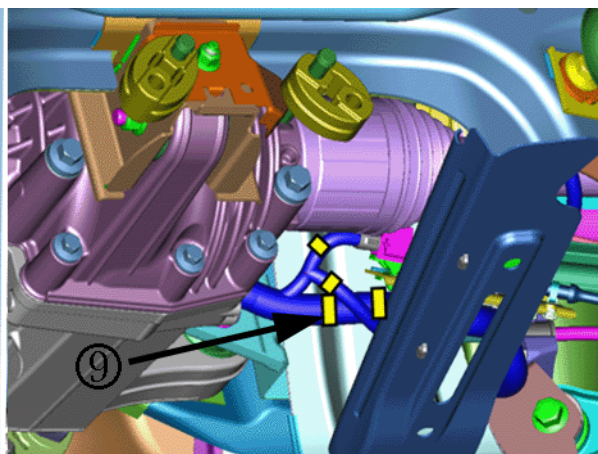
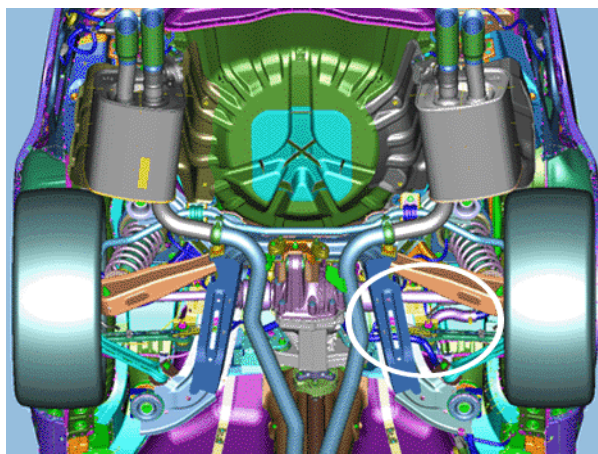
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12. Add cable tie (7) on wiring branch that breaks out behind right hand rear wheel speed sensor connector and routes towards the rear electronic suspension rear position sensor (if applicable) as shown.



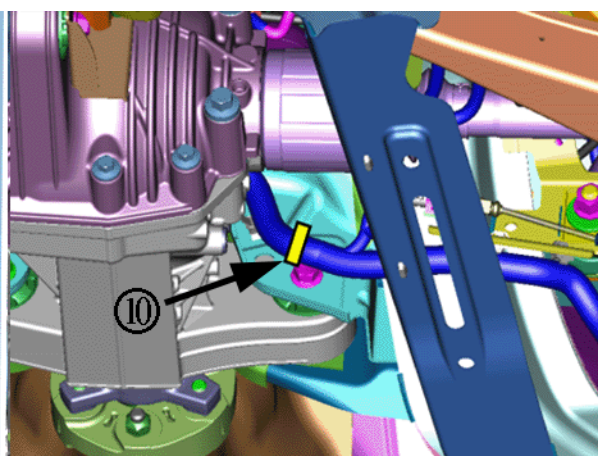
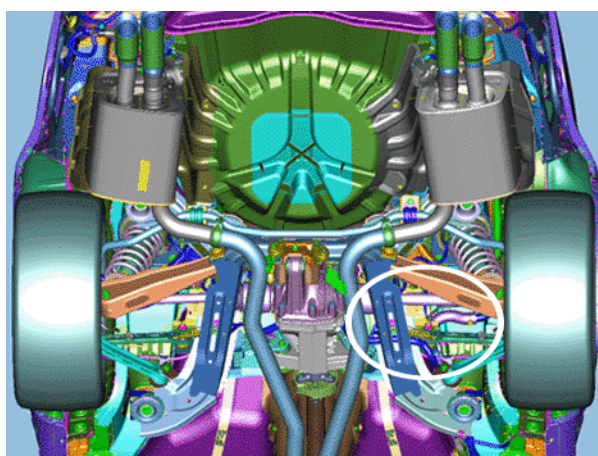
4502220

13. Add cable tie (8) on wiring branch that breaks out behind right hand rear wheel speed sensor connector and routes towards body harness connection as shown.



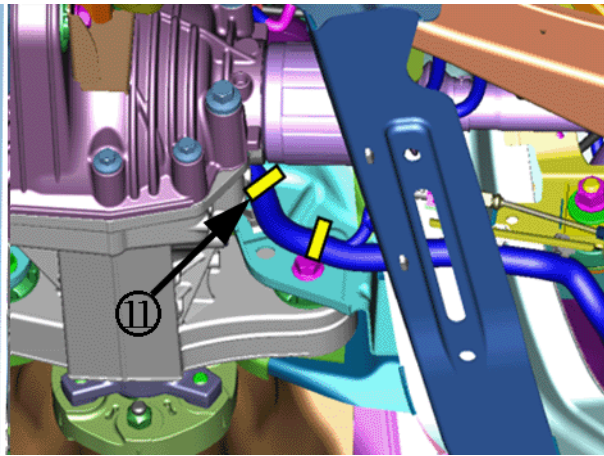
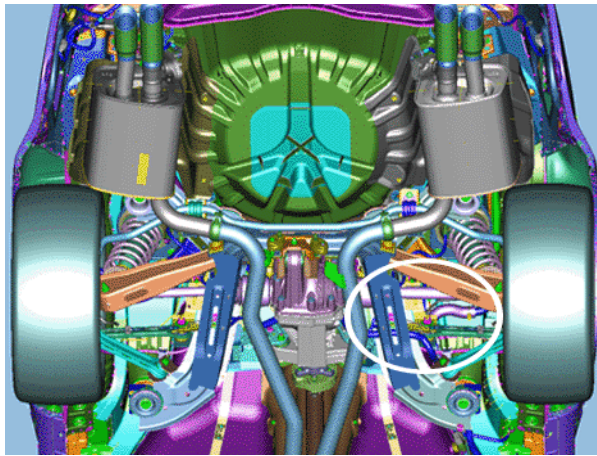
4502222

14. Add 2nd cable tie (9) on wiring branch towards body harness connection as shown.

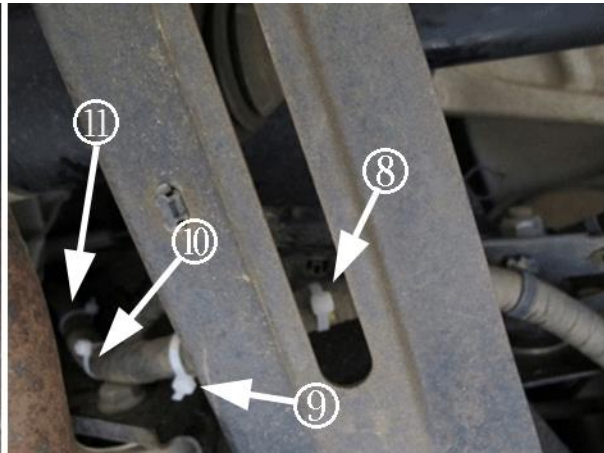
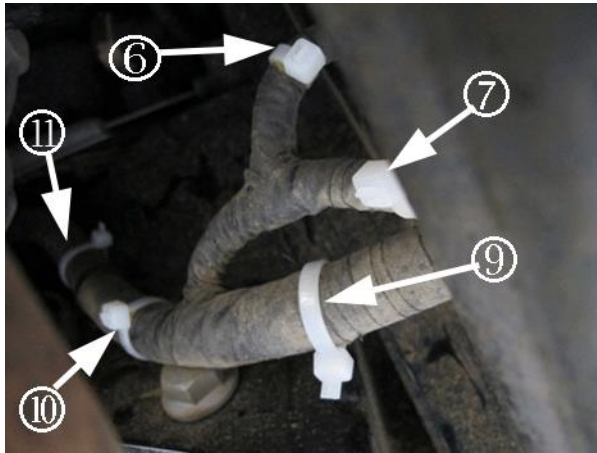


4502223

15. Add cable tie (10) on wiring branch routing over right hand side of differential as shown.

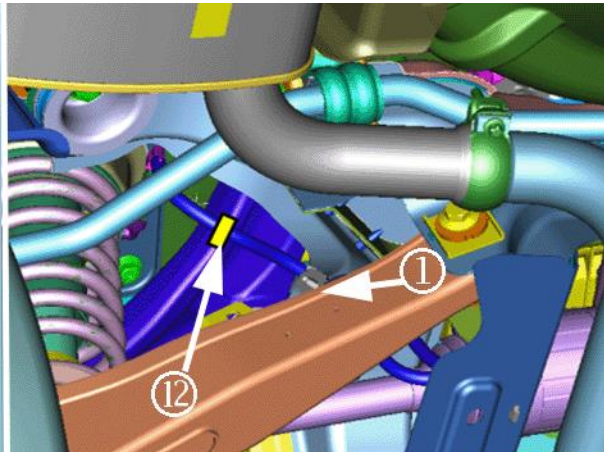
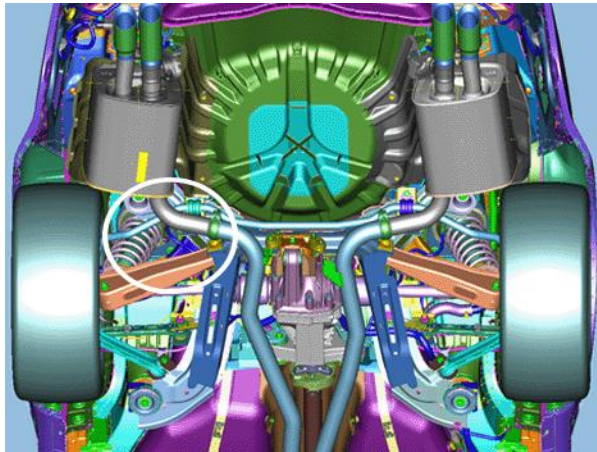


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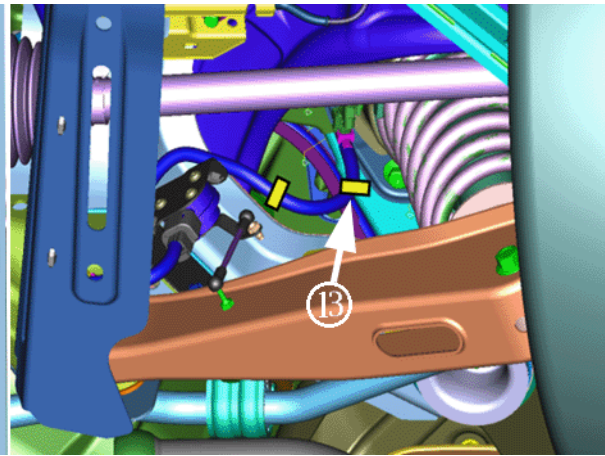
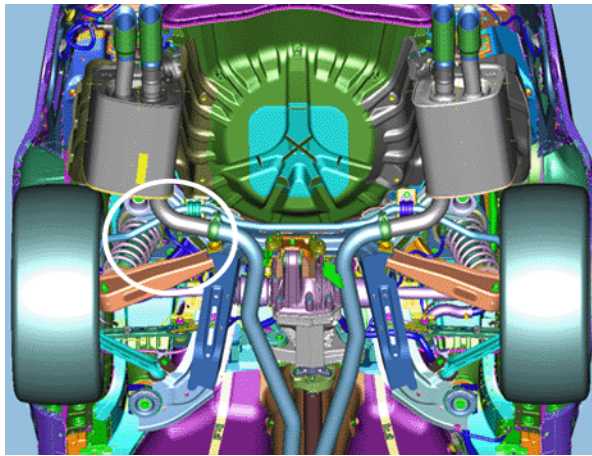
4502226

16. Add 2nd cable tie (11) on wiring branch routing over right hand side of differential as shown.



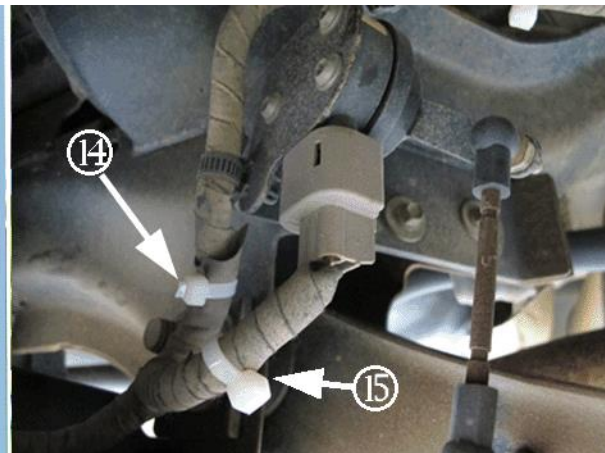
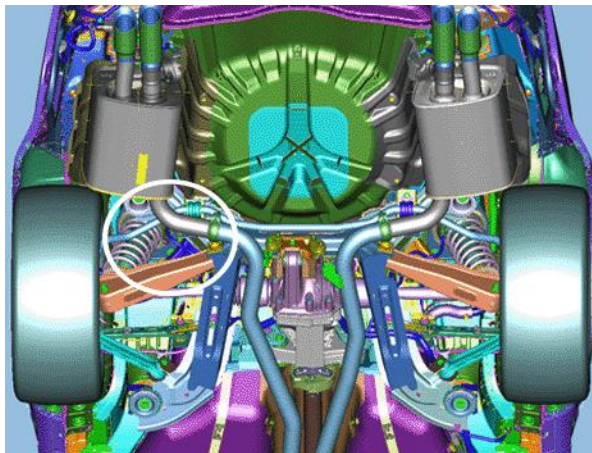
4502227

17. Add cable tie (12) on wiring branch to left hand rear electronic suspension rear position sensor (if applicable) connection, 75mm from wiring clip to rear electronic suspension rear position sensor bracket (1) as shown.



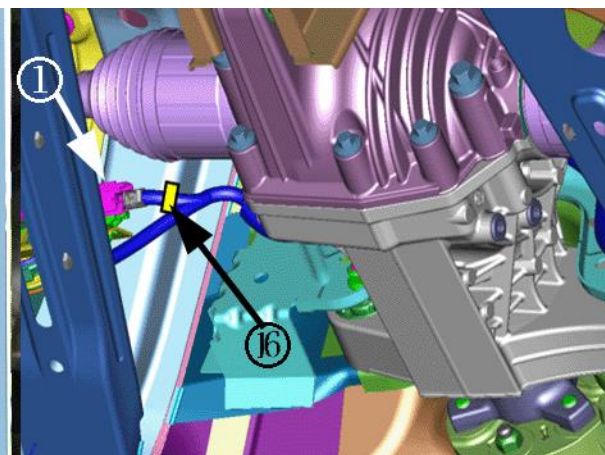
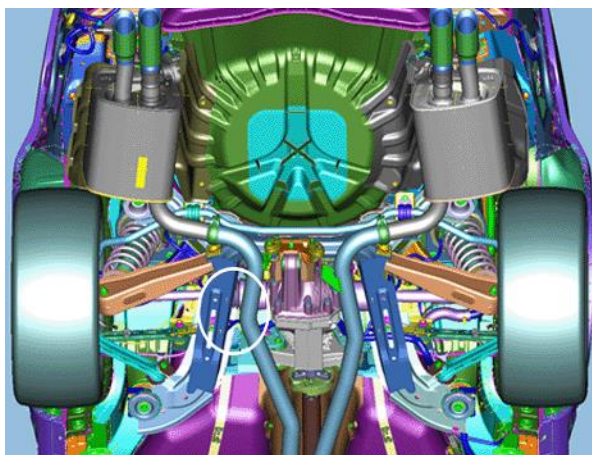
4502228

18. Add 2nd cable tie (13) on wiring branch to left hand rear electronic suspension rear position sensor (if applicable) connection as shown.



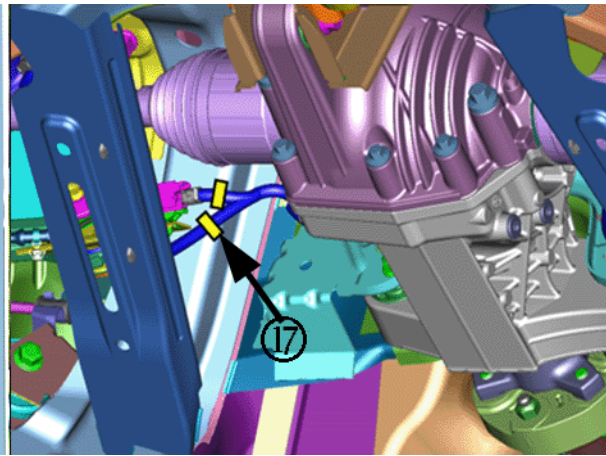
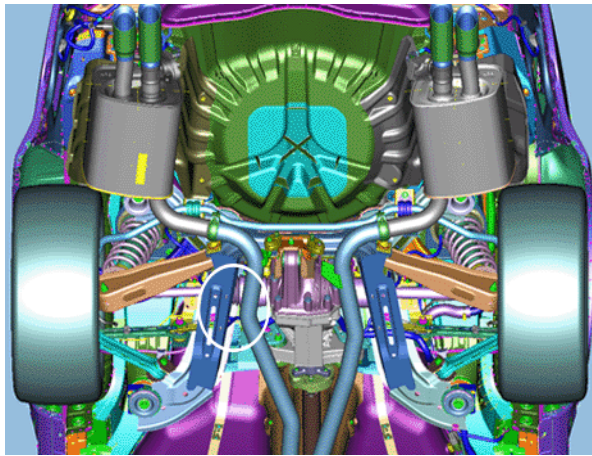
4502230

19. Add cable tie (14) and (15) on wiring branch to left hand rear electronic suspension rear position sensor (if applicable) connection as shown.



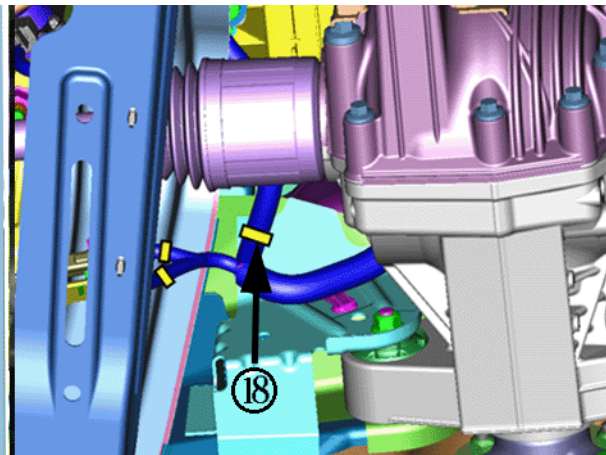
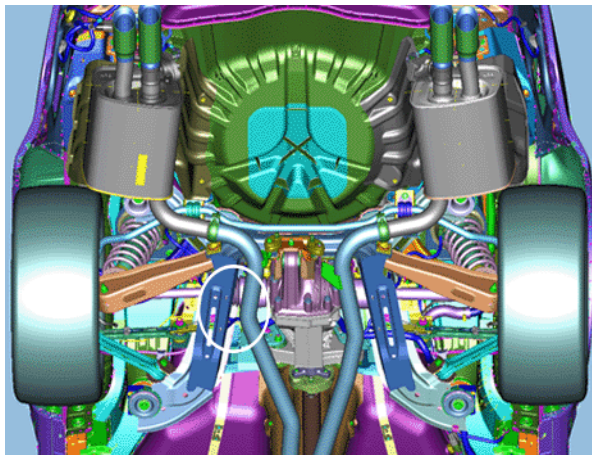
4502231

20. Add cable tie (16) on wiring branch to left hand rear wheel speed sensor connector (1) as shown.



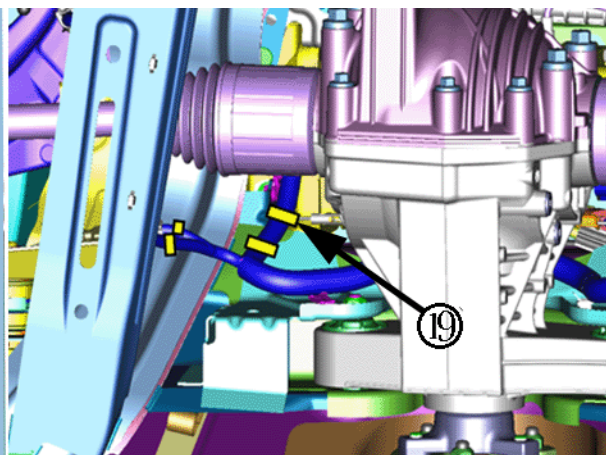
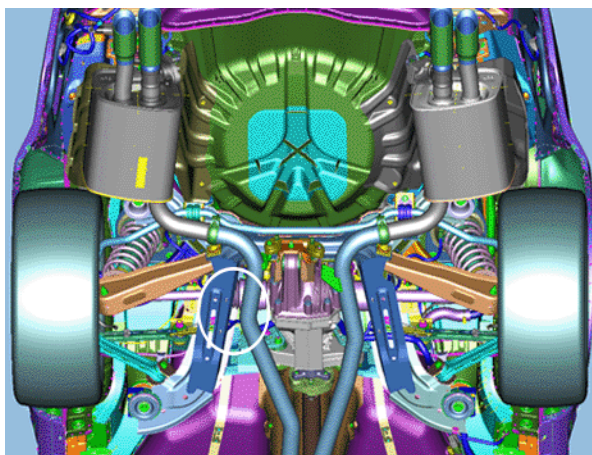
4502233

21. Add cable tie (17) on wiring branch to rear electronic suspension rear position sensor (if applicable), adjacent to the breakout to wheel speed sensor as shown.



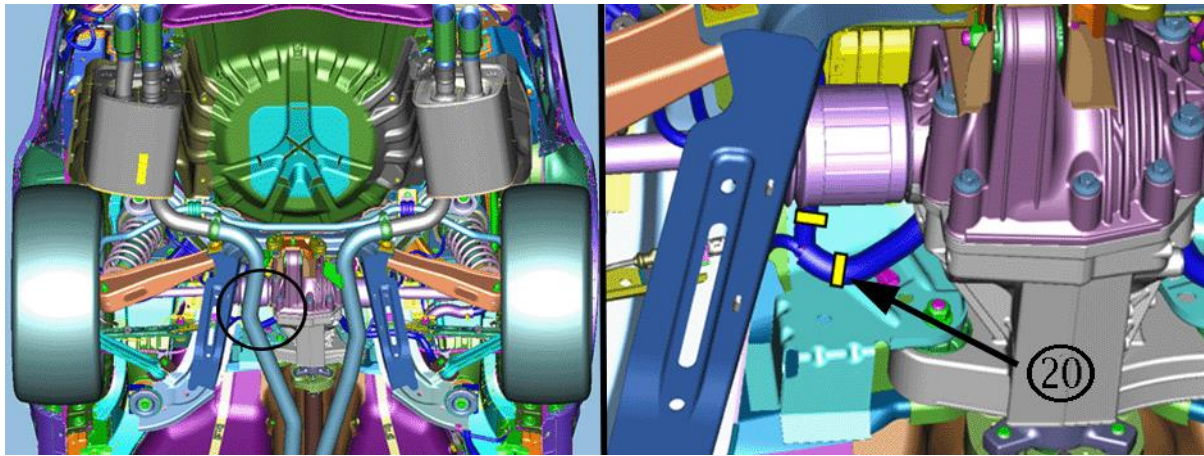
4502234

22. Add cable tie (18) on wiring branch to electronic park brake connection as shown.

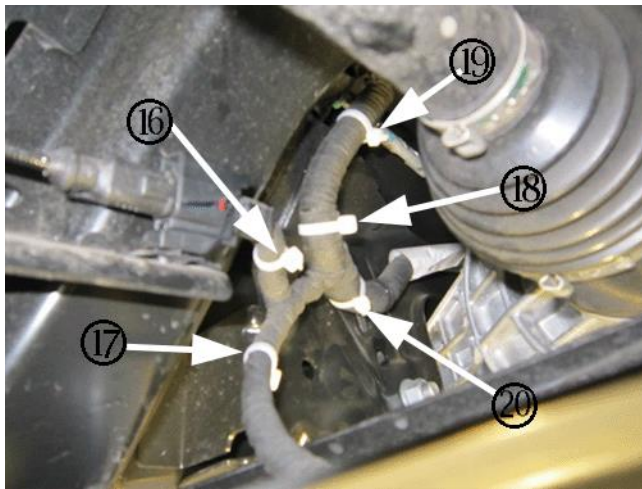


4502235

23. Add 2nd cable tie (19) on wiring branch to electronic park brake connection as shown.



4502236

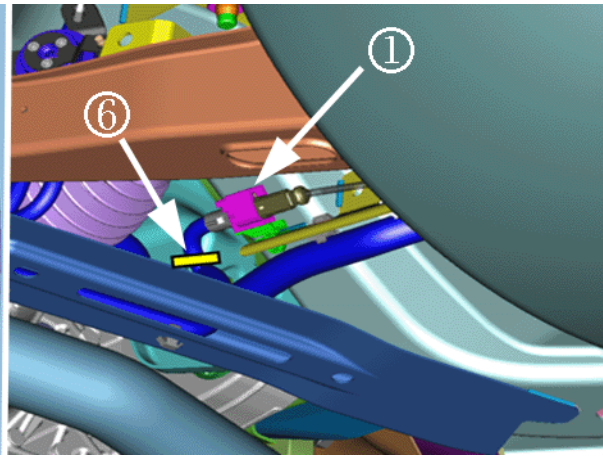
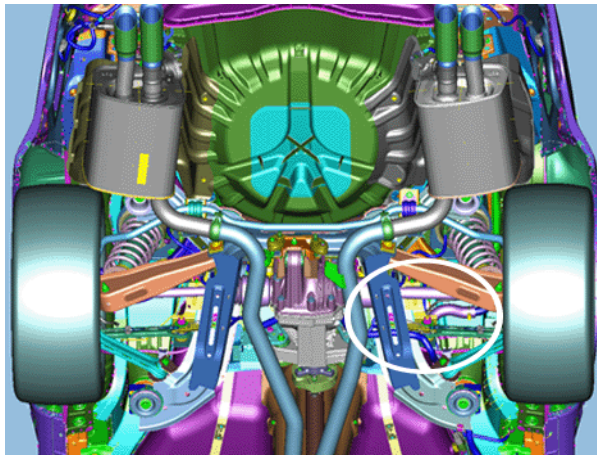


4502237

24. Add cable tie (20) on wiring branch routing over left hand side of differential as shown below.
25. Lower vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

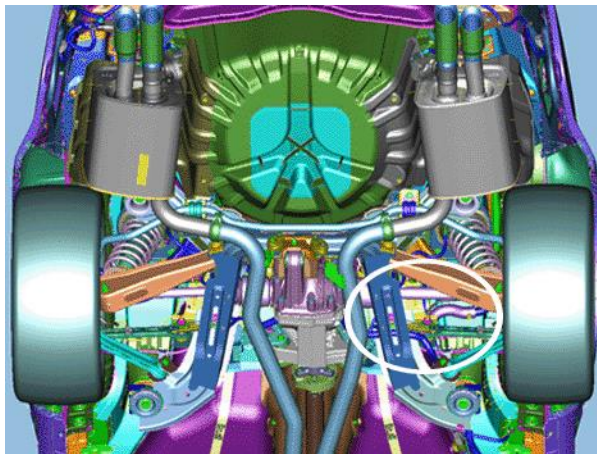
CHEVROLET CAPRICE PPV

1. Raise vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
2. Inspect the rear axle harness for any signs of broken wires or damaged conduit. While inspecting the harness mark the cable tie locations as per Steps 6-14 with a marker.
3. If the rear axle harness has been damaged as described in Step 2 replace the rear axle wiring harness.
4. Inspect the rear axle harness for any signs of the protective outer tape unravelling.
5. If the protective outer tape is unravelling, re-wrap the tape around the rear axle harness. Replicate original taping direction and then apply a cable tie to secure the tape end. Ensure the cable tie is orientated in such a way that the head of the cable tie is in free space and clear of any components.



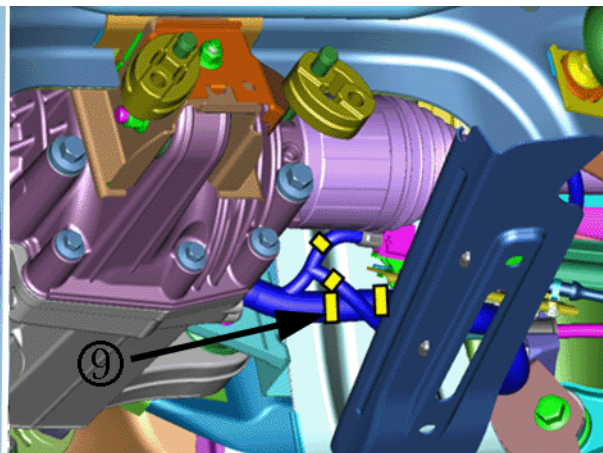
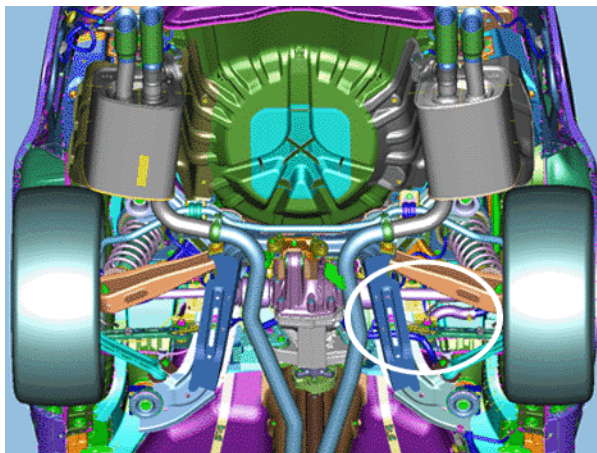
4502217

6. Add cable tie (6) on wiring harness adjacent to the right hand rear wheel speed sensor connector (1) as shown.



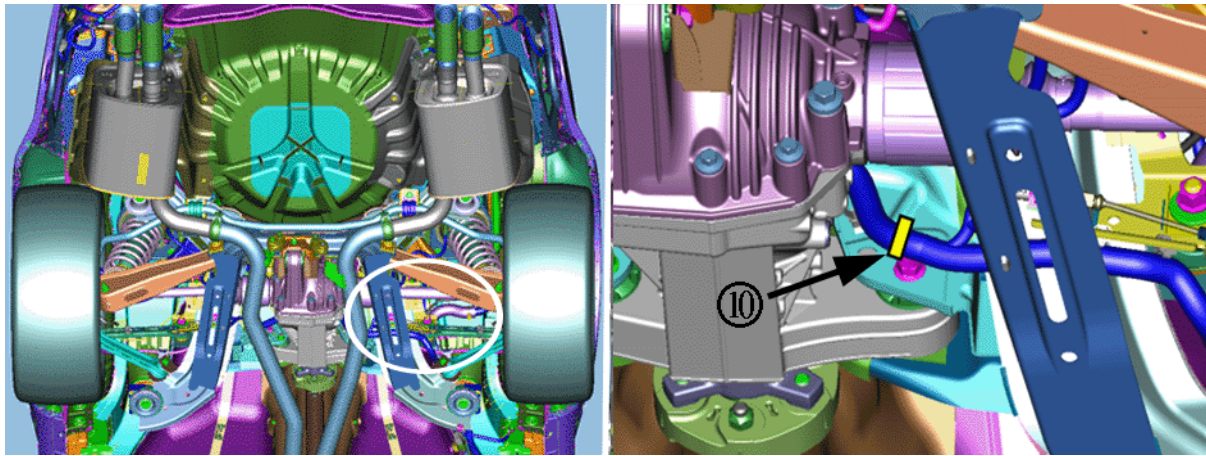
4502220

7. Add cable tie (8) on wiring branch that breaks out behind right hand rear wheel speed sensor connector and routes towards body harness connection as shown.

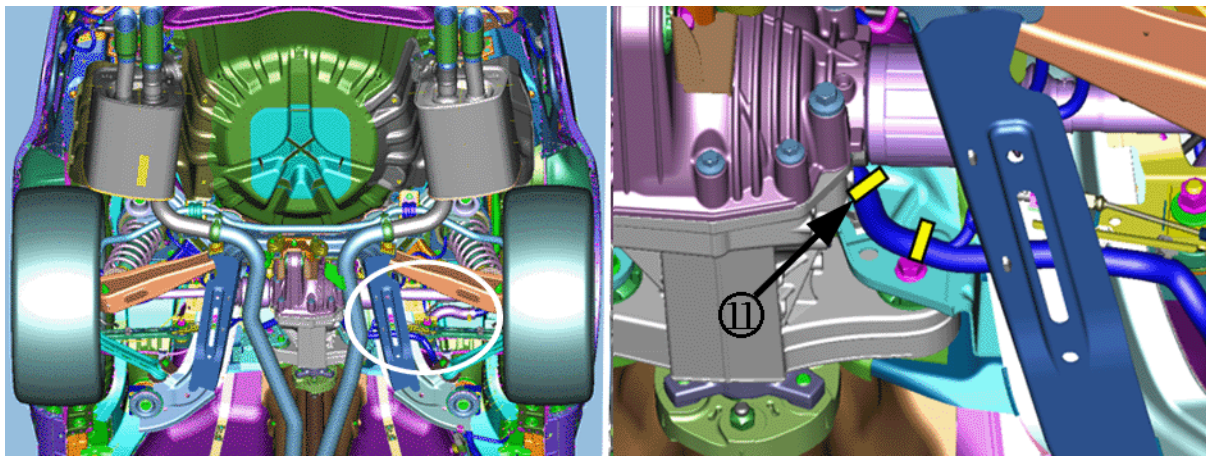


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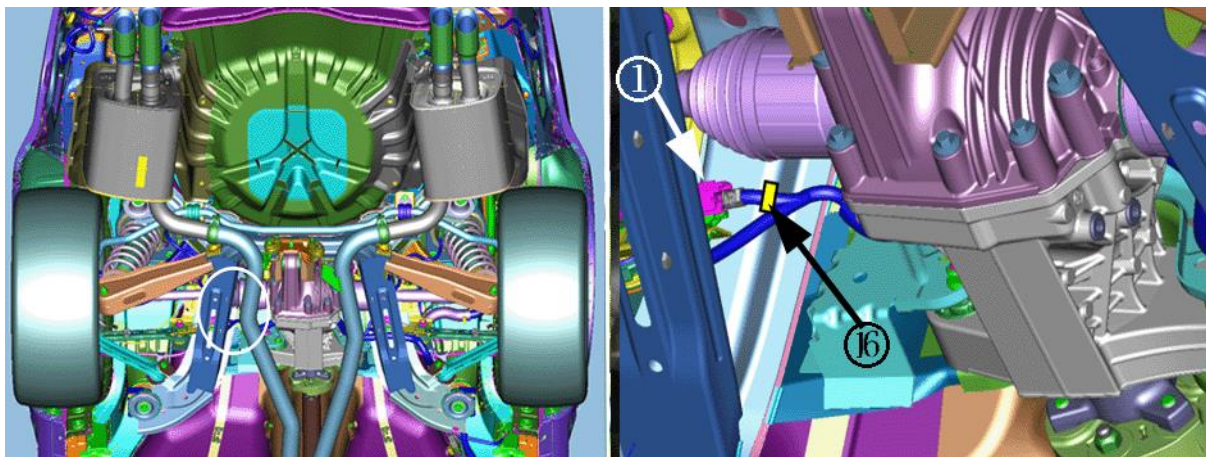
8. Add 2nd cable tie (9) on wiring branch towards body harness connection as shown.



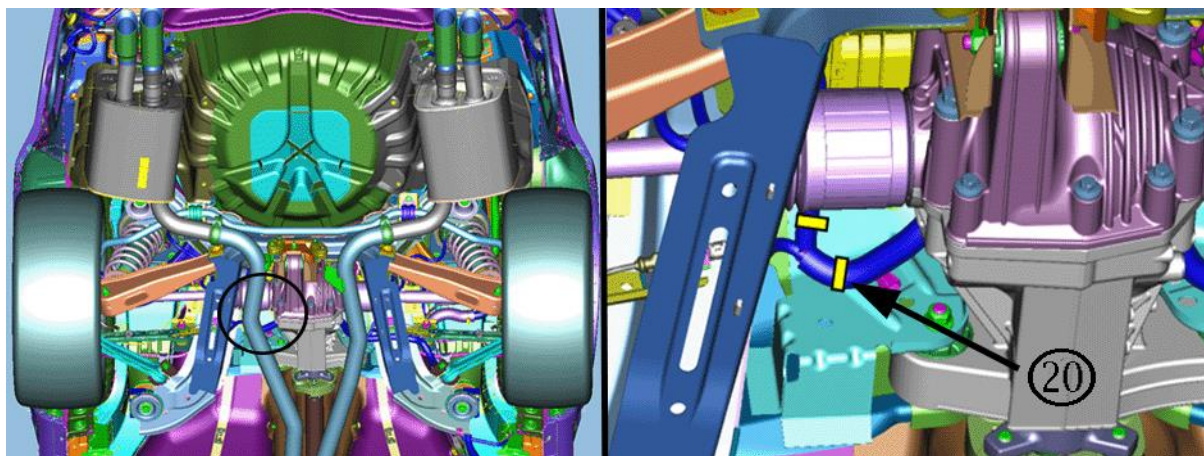
9. Add cable tie (10) on wiring branch routing over right hand side of differential as shown.



10. Add 2nd cable tie (11) on wiring branch routing over right hand side of differential as shown below.



11. Add cable tie (16) on wiring branch to left hand rear wheel speed sensor connector (1) as shown.



4502236

12. Add cable tie (20) on wiring branch routing over left hand side of differential as shown below.
13. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

CUSTOMER REIMBURSEMENT - For US

Customer requests for reimbursement of previously paid repairs for the recall condition are to be submitted to the dealer by May 31, 2017, unless otherwise specified by state law. If this is not convenient for the customer, the customer may mail the completed Customer Reimbursement Request Form and all required documents to the GM Customer Assistance Center.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

When a customer requests reimbursement, they must provide the following:

- A completed Customer Reimbursement Request Form. This form is mailed to the customer or can be obtained through GM GlobalConnect.
- The name and address of the person who paid for the repair.
- Paid receipt confirming the amount of the repair expense, a description of the repair, and the person or entity performing the repair.

IMPORTANT: GM requires dealers to approve or deny a reimbursement request within 30 days of receipt. If a reimbursement request is approved, the dealer should immediately issue a check to the customer and submit an appropriate warranty transaction for the incurred expense. If a reimbursement request is denied, the dealer MUST provide the customer with a clear and concise explanation, in writing, as to why the request was denied. The bottom portion of the Customer Reimbursement Request Form may be used for this purpose. If the denial was due to missing documents, the customer can resubmit the request when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Warranty transactions for customer reimbursement of previously paid repairs are to be submitted as required by GM Global Warranty Management. Additional information can also be found in Warranty Administration Bulletin 11-00-89-004.

CUSTOMER REIMBURSEMENT - For Export

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by May 31, 2017.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

COURTESY TRANSPORTATION – For US

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.

Note: *To avoid having to "H" route the customer reimbursement for approval, it must be submitted prior to the repair transaction.*

Labor Code	Description	Labor Time	Net Item
9102191	Install Tie Strap to Rear Axle Wiring Harness	0.3	N/A
	Add: To Replace Rear Axle Wiring Harness and Install Tie Straps	2.0	
	Add: For 2015 Chevrolet SS and Caprice (Export) models equipped with Magnetic Ride Control	0.1	
9102192	Customer Reimbursement Approved	0.2	*
9102193	Customer Reimbursement Denied - For US dealers only	0.1	N/A

Note: Customer reimbursement will not close this program. The service procedure must also be performed on the vehicle.

* The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.

CUSTOMER NOTIFICATION – For US

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 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.



May 2016

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

Dear General Motors Customer:

We have learned that your 2014-2015 model year Chevrolet Caprice, Caprice PPV or SS may have a condition in which the tape from the rear axle wiring harness can unwrap and become tangled in the driveshaft. The wiring harness is then torn away from its mounting points and connectors and becomes completely wrapped around the rotating driveshaft.

Your satisfaction with your Chevrolet Caprice, Caprice PPV or SS 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 fit cable ties to secure the tape to the rear axle wiring harness. 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.

Reimbursement: Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by May 31, 2017, unless state law specifies a longer reimbursement period.

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	1-800-222-1020	1-800-833-2438
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

Enclosure
15803



15803 - Customer Satisfaction - Rear Axle Wiring Harness Damage
Updated Date: Apr 29, 2016 14:20 ET

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4015
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 29, 2016

Subject: 15803 - Customer Satisfaction
Rear Axle Wiring Harness Damage

Models: 2014-2015 Chevrolet Caprice (Export only)
2014-2015 Chevrolet PPV
2014-2015 Chevrolet SS

To: All GM Dealers

General Motors is releasing Customer Satisfaction Program 15803 today. The total number of U.S. vehicles involved is 12,492. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on May 12, 2016.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated in the near future. 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



15803 Bulletin.pdf



15803 US Stock VIN List.xlsx

About this Alert

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