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June 26, 2014

Ms. Nancy Lewis
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
Recall Management Division (NVS-215)
1200 New Jersey Avenue, SE – Room W45-306
Washington, DC 20590

Dear Ms. Lewis:

The following information is submitted pursuant to the requirements of 49 CFR 573.6 as it applies to a determination by General Motors to conduct a safety related recall involving 2014 model year Chevrolet Silverado 1500 and GMC Sierra 1500 vehicles and 2015 model year Chevrolet Silverado, Suburban and Tahoe and GMC Sierra, Yukon and Yukon XL vehicles.

573.6(c)(1): Chevrolet and GMC Brands of General Motors Company.

573.6(c)(2)(3)(4): This information is shown on the attached sheet.

573.6(c)(5): General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2014 model year Chevrolet Silverado 1500 and GMC Sierra 1500 vehicles, and 2015 model year Chevrolet Silverado, Suburban and Tahoe and GMC Sierra, Yukon and Yukon XL vehicles equipped with Automatic Transfer Case (Option Code NQH). Some of these vehicles have a condition in which an electric signal short may cause the active transfer case to switch to neutral without operator input. The transfer case mode selection knob would still indicate the last selected drive mode, and the driver will not have any feedback that the transfer case is in neutral. If the transfer case switches to neutral while the vehicle is in motion, the customer would experience loss of motive power, which could increase the risk of a crash. If the vehicle is parked, the vehicle could exhibit unintended motion if the parking brake is not set, which could also increase the risk of a crash.

573.6(c)(6): On February 14, 2014, a 2015 model year development vehicle exhibited a condition where under slight acceleration at approximately 70 mph, the vehicle shifted into a partial neutral position without operator input. When the vehicle shifted into neutral without operator input, the driver experienced loss of motive power and was not able to shift the vehicle out of neutral. The driver was forced to stop driving the vehicle. Once the vehicle was stopped, the transfer case was observed to be in a complete neutral state. The transfer case could not be moved out of neutral. The vehicle was then towed to GM.

On or about February 17, GM contacted Magna International Inc., the supplier of the transfer case and the Transfer Case Control Module (TCCM) hardware and software, to investigate



the incident. Shortly thereafter, a Magna engineer inspected the vehicle and tried unsuccessfully to reflash the TCCM with updated software. Magna took the suspect TCCM for further bench testing.

From mid-February through mid-March, Magna continued to conduct bench testing to try to replicate the condition and identify all of the possible failure modes. On March 18, Magna provided its first report to GM but at that time, Magna had not fully identified the root cause. On March 27, Magna provided an updated report that identified failure modes scenario that could cause a transfer case to transfer to neutral.

Between late March and April, GM engineers continued to meet with Magna to identify additional conditions that would cause the unwanted transfer to neutral. GM engineers also analyzed warranty information to identify any claims for similar unwanted transfer conditions. Two warranty claims for unwanted transfers were identified that appeared to match the conditions exhibited on February 14, 2014. Those warranty claims were submitted on March 3 and March 18, 2014. On April 23, 2014, a Product Investigation engineer was assigned. A Problem Resolution Tracking System (PRTS) case was initiated on May 20, 2014.

The issue was presented to Open Investigation Review (OIR) on June 16, 2014, and on June 18, 2014, the Safety and Field Action Decision Authority (SFADA) decided to conduct a safety recall.

573.6(c)(8): Dealers will re-program software in the Transfer Case Control Module.

General Motors sent the dealer bulletin on June 26, 2014, and will provide the owner letter mail date when available.

Pursuant to 577.11, General Motors does not plan to provide notice about reimbursement to owners because all involved vehicles are covered under the new vehicle warranty.

573.6(c)(10): General Motors will provide the dealer bulletin and owner letter under separate cover.

573.6(c)(11): General Motors' assigned recall number is 14192.

Sincerely,



Brian Latouf, Director
Field Product Investigations & Evaluations

Attachment

573.6(c)(2)(3)(4)

VEHICLES POTENTIALLY AFFECTED BY MAKE, MODEL, AND MODEL YEAR
PLUS INCLUSIVE DATES OF MANUFACTURE

<u>MAKE</u>	<u>MODEL SERIES</u>	<u>MODEL YEAR</u>	<u>NUMBER INVOLVED</u>	<u>INCLUSIVE MANUFACTURING DATES (FROM) (TO)</u>		<u>DESCRIPTIVE INFO. TO PROPERLY IDENT. VEH.</u>	<u>EST. NO. W/CONDITION</u>
Chevrolet	C/K	2014	115,617	01/30/2013	06/19/2014	Silverado LD Crew	*
Chevrolet	C/K	2014	53,720	01/30/2013	06/19/2014	Silverado LD Crew LTZ	"
Chevrolet	C/K	2014	68,013	04/17/2013	06/20/2014	Silverado LD Ext	"
Chevrolet	C/K	2014	13,023	04/16/2013	06/20/2014	Silverado LD Ext LTZ	"
Chevrolet	C/K	2014	4,054	05/16/2013	06/20/2014	Silverado LD Reg	"
Chevrolet	C/K	2015	10	04/21/2014	05/29/2014	Silverado LD Crew	"
Chevrolet	C/K	2015	8	04/14/2014	06/04/2014	Silverado LD Crew LTZ	"
Chevrolet	C/K	2015	10	04/29/2014	06/12/2014	Silverado LD Ext LTZ	"
Chevrolet	C/K	2015	2,122	10/29/2013	06/20/2014	Suburban	"
Chevrolet	C/K	2015	3,683	10/17/2013	06/19/2014	Suburban LTZ	"
Chevrolet	C/K	2015	4,423	09/19/2013	06/20/2014	Tahoe	"
Chevrolet	C/K	2015	8,107	09/19/2013	06/20/2014	Tahoe LTZ	"
GMC	C/K	2014	70,285	01/30/2013	06/19/2014	Sierra LD Crew	"
GMC	C/K	2014	7,952	07/16/2013	06/19/2014	Sierra LD Crew Denali	"
GMC	C/K	2014	26,455	04/16/2013	06/20/2014	Sierra LD Ext	"
GMC	C/K	2014	1,416	05/16/2013	06/20/2014	Sierra LD Reg	"
GMC	C/K	2015	6	04/24/2014	05/29/2014	Sierra LD Crew	"
GMC	C/K	2015	9	04/22/2014	05/29/2014	Sierra LD Crew Denali	"
GMC	C/K	2015	6	04/29/2014	06/12/2014	Sierra LD Ext	"
GMC	C/K	2015	4,079	09/19/2013	06/19/2014	Yukon	"
GMC	C/K	2015	3,199	10/29/2013	06/19/2014	Yukon Denali	"
GMC	C/K	2015	6,262	10/18/2013	06/20/2014	Yukon XL Denali	"
GM Total:			392,459				

* All involved vehicles will be corrected as necessary.

573.6(c)(2)(iv): Magna International, Inc.
 1870 Technology Drive
 Troy, MI 48083
 248 680 3778

The TCCM software is manufactured in the Mexico.