Bulletin No.: 14208
Date: July 21, 2014

Recall Bulletin

PRODUCT SAFETY RECALL

SUBJECT: **Fuse Block Retention**

MODELS: **2015 Chevrolet Silverado HD**
2015 GMC Sierra HD
Equipped With 220 Amp Generator (KW5)

Certain vehicles involved in Service Update Bulletin 14034 have been transferred to this Safety Recall.

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in some 2015 model year Chevrolet Silverado HD and GMC Sierra HD model vehicles equipped with a 220 Amp Generator (RPO KW5). These vehicles have a condition where the retention clips that attach a fuse block to the vehicle body can become loose, allowing the fuse block to move out of position. If this occurs, exposed conductors in the fuse block may contact the mounting studs or other metallic components, causing a short to ground event. This could result in an arcing condition, and combustible materials located nearby could ignite and result in an engine compartment fire.

CORRECTION

Dealers are to inspect, and if required, rework the fuse block housing adding additional insulating materials in accordance with the Service Procedure below.

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.

Copyright 2014 General Motors. All Rights Reserved.

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.

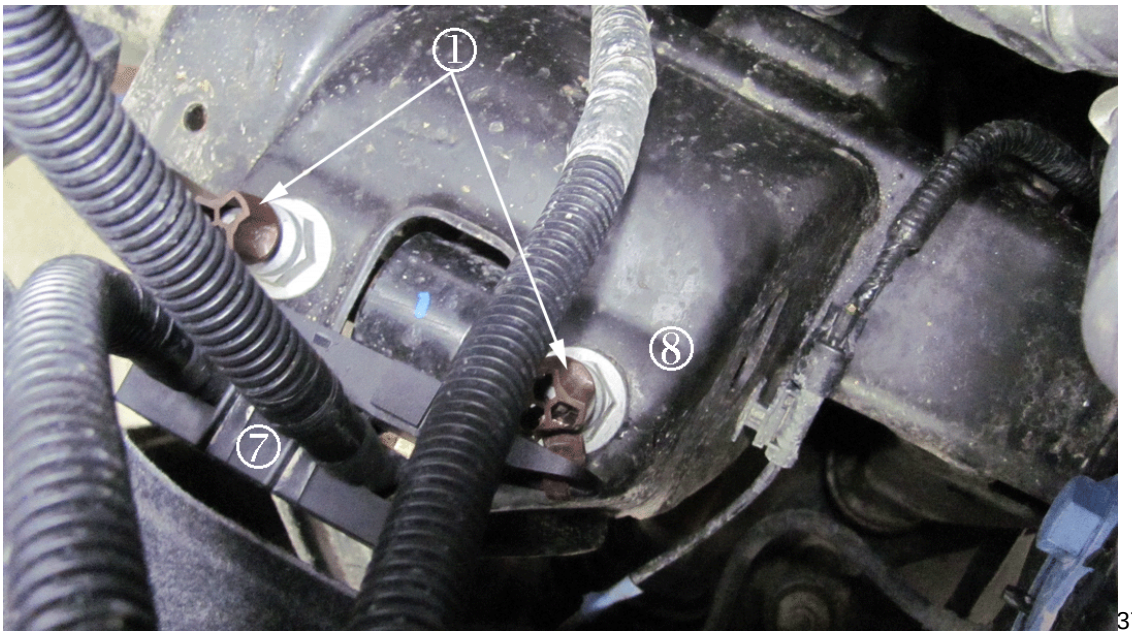
The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

PART INFORMATION

The parts required to complete this service update will be shipped at no charge to involved dealers of record by the GM Warranty Parts Center. This shipment is scheduled for July 20, 2014. The involved kit number is WPC753. Kits will be shipped via UPS Next Day Air. The second design rework kit consists of two foam gaskets with paper backing, a new fuse cover with lower mouse hole flashed over, and new base with stud bases covered in non-conductive epoxy (includes 250A fuse and nuts). The black mounting clips are attached to the fuse body.

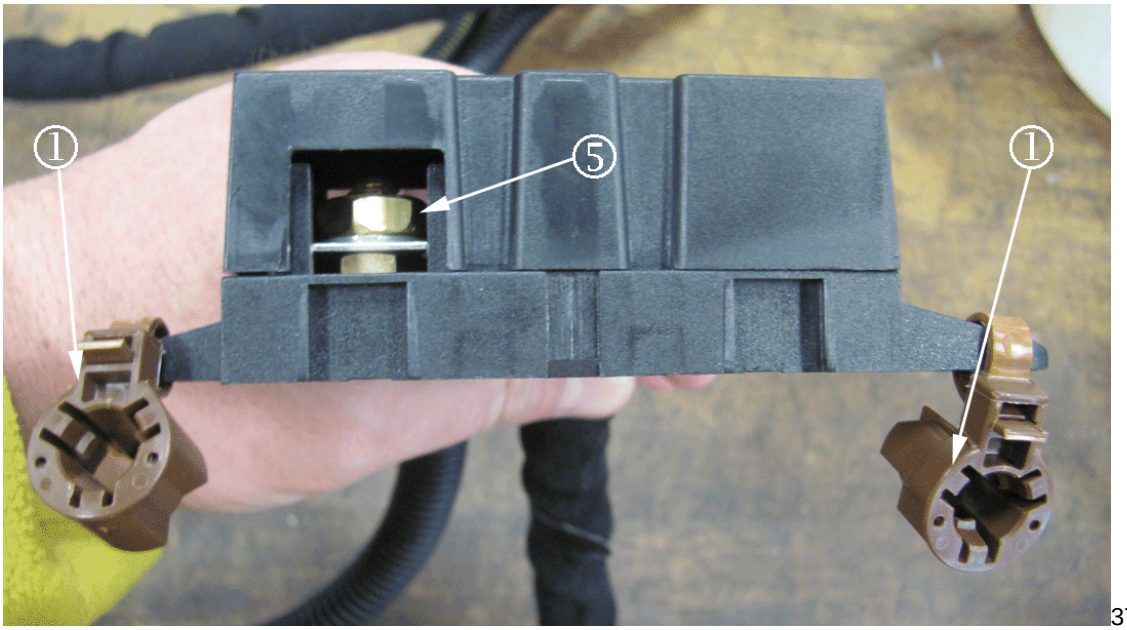
One kit is required per vehicle. If necessary, additional kits may be ordered from the GM Warranty Parts Center. Dealers must use the request form included with this bulletin. Do not order from GMCCA.

SERVICE PROCEDURE



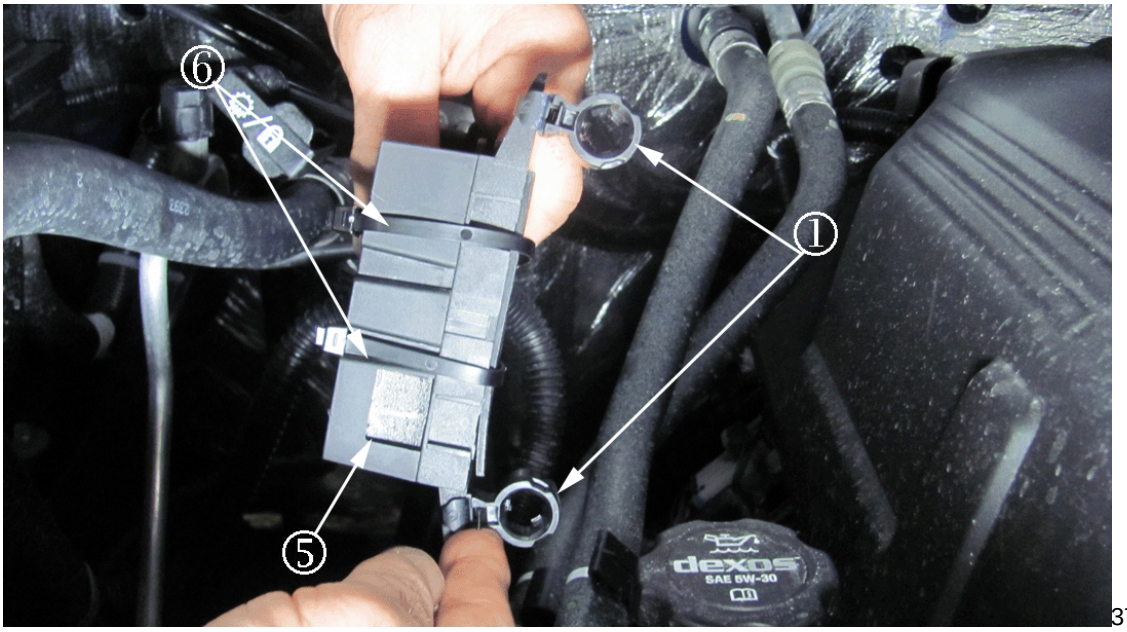
3709055

1. Open the hood and locate the fuse block housing assembly. The fuse block housing assembly (7) is located on the right (passenger) side shock tower (8) in the engine compartment.
2. Determine if a fuse block housing assembly rework has been performed.



3709060

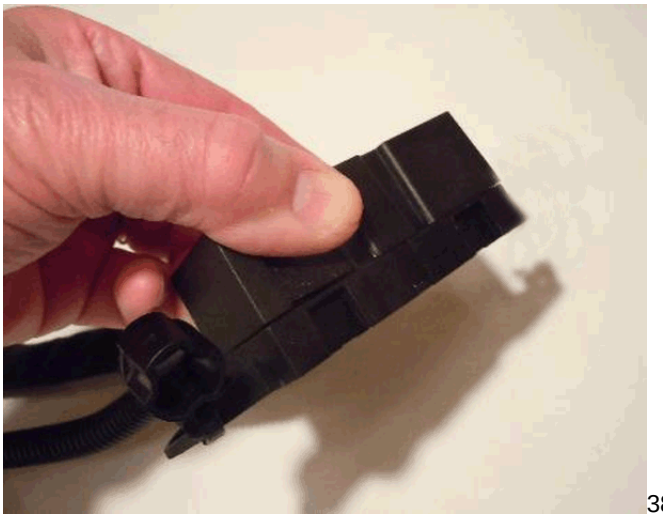
- A fuse block housing assembly that has NOT been reworked will have two brown clips (1) that secure the fuse block housing assembly to the shock tower studs. The fuse block housing cover will also NOT have a black polyolefin side window shield (5) or a black polyolefin bottom shield that is secured to the fuse block housing assembly with two black tie straps. **If a fuse block housing assembly rework has NOT been performed, perform the rework procedure in this bulletin. Proceed to step 3.**



3709065

- A first design reworked fuse block housing assembly will have two black clips (1) that secure the fuse block housing assembly to the shock tower studs. The fuse block housing cover will also have a black polyolefin side window shield (5) and the bottom of the fuse block housing will have black polyolefin bottom shield that is secured to the housing assembly with two black tie straps (6). **If the first design rework has been completed, no further action is required.**

3. Disconnect the negative battery cable. Refer to Battery Negative Cable Disconnection and Connection in SI.

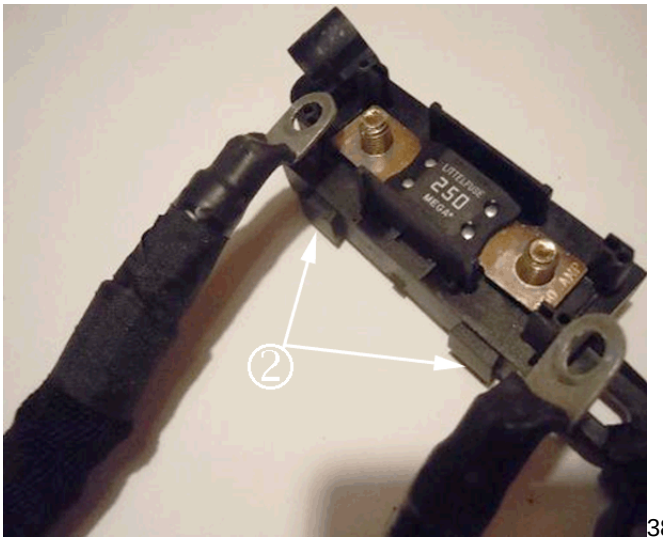

3824923

4. Pull fuse box cover off either by hand or with a small screwdriver. Discard the fuse box cover.

3824970

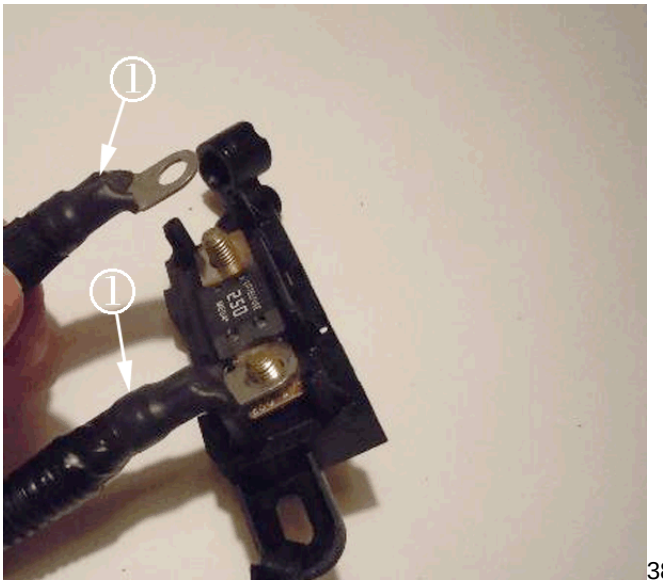
Note: The fastener torque is 15 Nm (11 lb-ft) and does require some effort to loosen the fastener.

5. Using a socket wrench, unscrew the fasteners holding the cables to the fuse bolts.



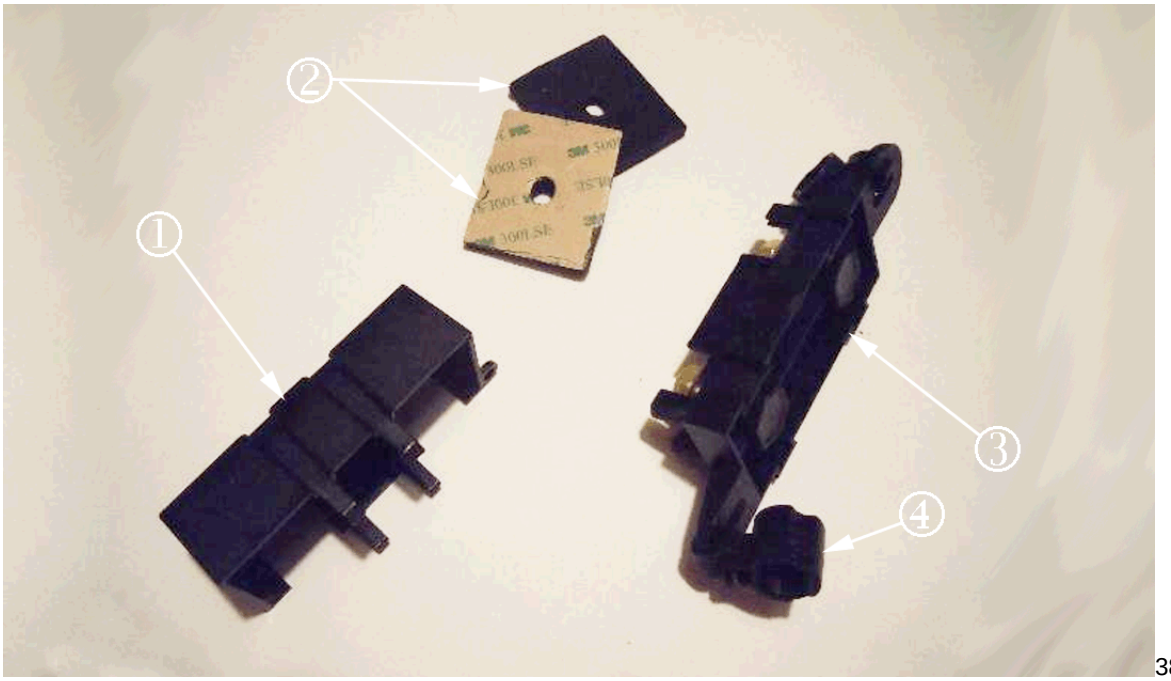
3824911

Note: In the current design fuse base, these geometric shaped inserts (2) face the cables as shown in the photograph. When you install the NEW fuse base, these inserts (2) will face AWAY from the cables, allowing the new gaskets to seal best.



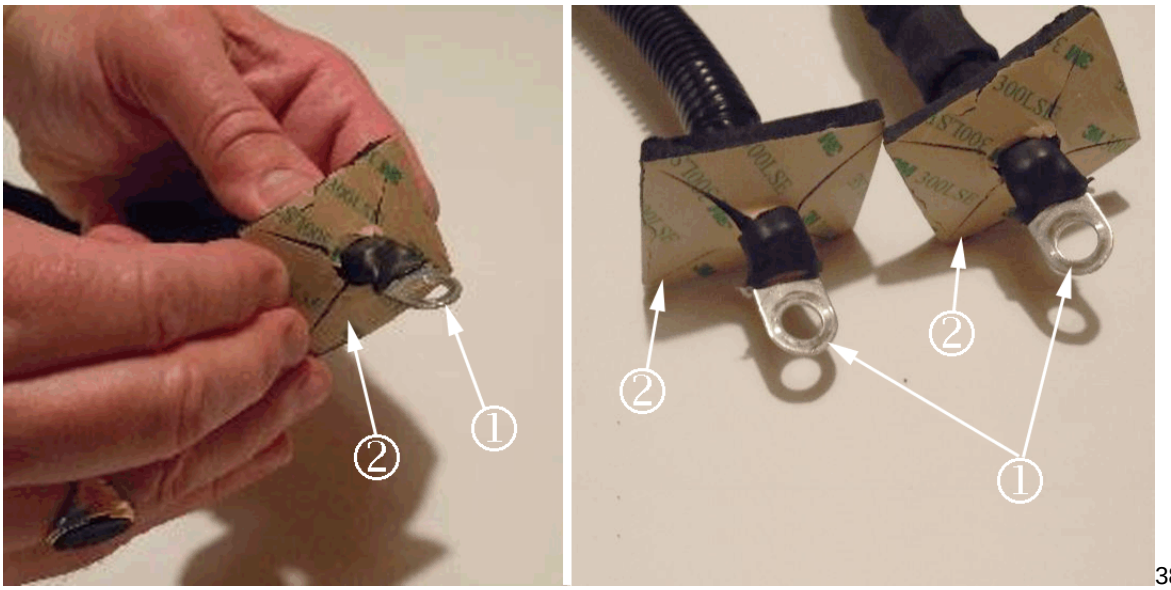
3824956

6. Remove both ring terminals (1) from the fuse base. Discard the fuse base.



3824953

Note: The first design rework kit is no longer available. Use a second design rework kit to update the fuse block assembly. The second design rework kit consists of two foam gaskets with paper backing (2), a new fuse cover with lower mouse hole flashed over (1), and new base with stud bases covered in non-conductive epoxy (includes 250A fuse and nuts) (3). The black mounting clips (4) are attached to the fuse body.



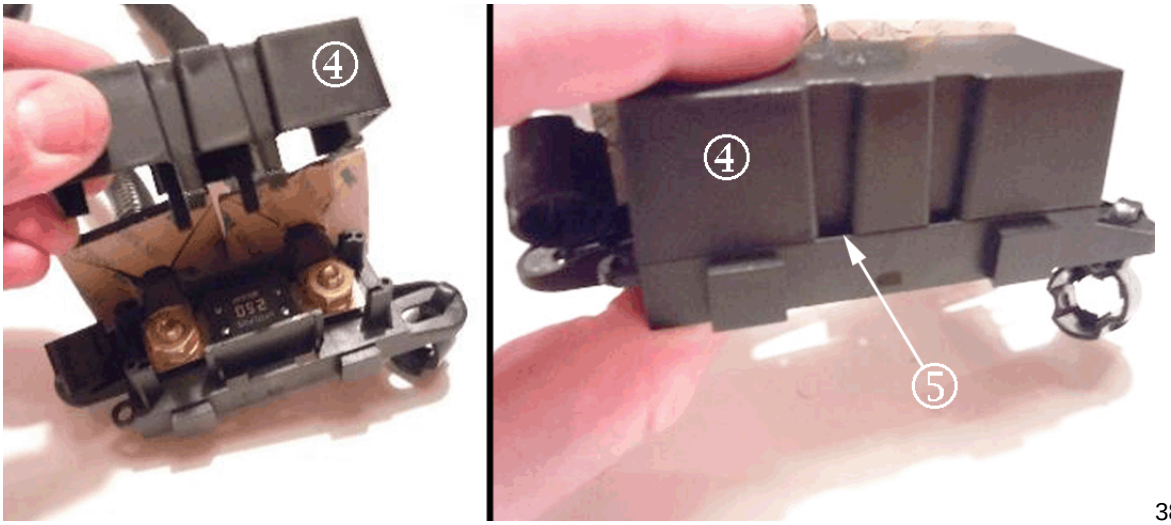
3824944

Note: The rectangle foam gaskets are 40mm x 50mm (1.57 in x 2.0 in). The long side of the foam gasket runs parallel with the ring terminal flats as shown in photograph.

7. With the paper backing facing away from the cable, insert the foam gasket (2) through ring terminal (1) as shown in the photograph. Perform this step on both ring terminals.

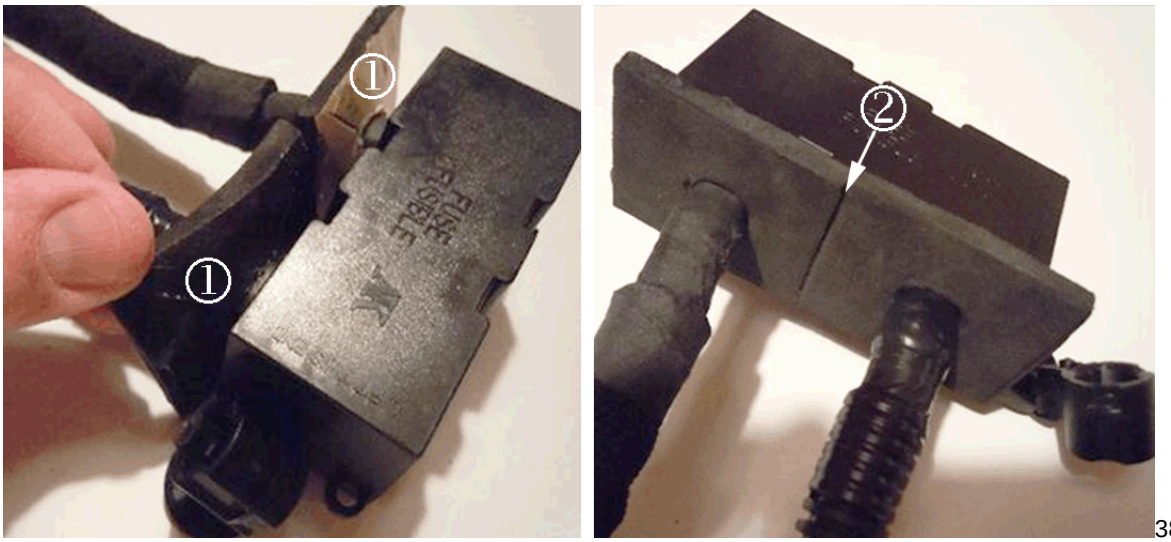
3824980

8. Re-install ring terminals (1) to studs. Note that the new fuse base (5) will be flipped 180 degrees from how it was before, with the FLATS facing the cables. The generator cable (6) is on the left in the picture.
9. Using a torque wrench, torque both nuts over the ring terminals (1) to 15 Nm (11 lb-ft). Make SURE the geometric inserts (2) are AWAY from cables as shown.



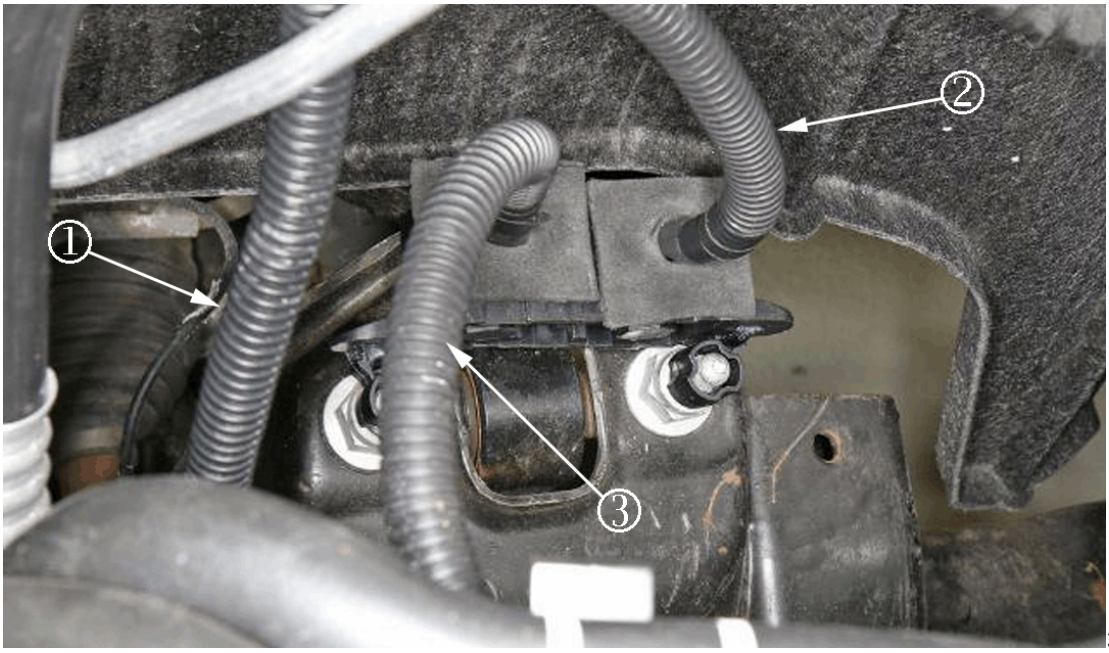
3824918

10. Install the NEW fuse box cover (4) as shown. Snap the new fuse box cover into place, assuring it is fully seated. No gap (5) will show when the cover is fully seated.



3824927

11. Carefully peel off the paper backing from each gasket (1).
12. Center each gasket and press firmly into place to fuse cover and base.
13. Secure BOTH gaskets. Ensure to butt each gasket (2) to each other in the center, which will provide the best seal. Press gaskets firmly around each cable.



3824963

(1) Starter Cable (2) Fuse Center Cable (3) Generator Cable

14. Install fuse box assembly back onto shock tower.
    14.1 Ensure cables are routed as shown in photograph. The starter cable (1) is forward of the two fuse center cables.
    14.2 Secure the black clips on the fuse block housing assembly to the shock tower studs.
15. Connect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.

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
9100678	Fuse Block Inspection Only (No Further Action Required)	0.2
9100679	Fuse Block Inspection and Repair (Includes Cable Routing)	0.6

CUSTOMER NOTIFICATION

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

DEALER RECALL RESPONSIBILITY – All

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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. Recall 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 recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

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

July 2014

IMPORTANT SAFETY RECALL

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2015 model year Chevrolet Silverado HD and GMC Sierra HD vehicles equipped with a 220 amp generator. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

I M P O R T A N T

- This notice applies to your vehicle.
- Your vehicle is involved in GM safety recall 14208.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Retention clips that attach a fuse block to the vehicle body can become loose, allowing the fuse block to move out of position. If this occurs, exposed conductors in the fuse block may contact the mounting studs or other metallic components, causing a short to ground event. This could result in an arcing condition, and combustible materials located nearby could ignite and result in an engine compartment fire.

What will we do?

Your <DIV_DLR> dealer will secure the fuse block and add additional insulating materials. This service will be performed for you at no charge. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 40 minutes.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Do you have questions?

If you have 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
GMC	1-800-462-8782	1-888-889-2438

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to http://www.safercar.gov. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 14V365.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jim Moloney
General Director,
Customer and Relationship Services

GM Recall #14208

MISSING INFORMATION WILL DELAY OR PREVENT THE PART FROM BEING SHIPPED

Part Request Form — Warranty Parts Center

Use this form ONLY for U.S. & Canada Dealers. Export markets & Mexico Dealers must contact their regional Technical Assistance Center for assistance.

To: Warranty Parts Center
"E-Mail" warrantypartscenterusa@gm.com
or WPC Fax #: 248–371–0192
Attn: Amina Winfrey

Part Being Requested: **SAFETY BULLETIN 14208 – WPC753**

Dealer BAC (U.S.) / Dealer Code (Canada):

Dealer Name:

Dealer Address:

Dealer Contact Person:

Dealer Phone Number:

Repair Order Number:

Vehicle VIN:

IMPORTANT: If you do not receive the part within 2 business days after emailing or faxing your part request to the Warranty Parts Center, please call WPC Customer Assistance at 248-371-9901/9902.