

April 2015

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

Dear General Motors Customer:

We have learned that your 2015 model year Chevrolet City Express may exhibit a condition in which the vehicle engine will crank but not start. A reversed wire in the engine EGI harness can lead to an ignition sneak circuit, which can prevent the engine control module from commanding a spark at start-up. During the crank / no start event, a Malfunction Indicator Lamp will be illuminated, and the vehicle will store the following codes: U0100, U1000, and B2193.

Your satisfaction with your 2015 Chevrolet City Express 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 revise the engine EGI electrical harness. This service will be performed for you at **no charge until March 31, 2017**. 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	1-800-222-1020	1-800-833-2438
Guam	65-6267-1752	
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 Chevrolet City Express provides you many miles of enjoyable driving.

Alicia S. Boler-Davis
Sr. Vice President
Global Connected Customer Experience