



# Program Bulletin

## CUSTOMER SATISFACTION PROGRAM

**SUBJECT:** Crank / No Start – DTC U0100, U1000, B2193 Stored

**MODELS:** 2015 Chevrolet City Express

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THIS PROGRAM IS IN EFFECT UNTIL MARCH 31, 2017.  
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### CONDITION

**Certain** 2015 model year Chevrolet City Express model vehicles 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 code: U0100, U1000, and B2193.

### CORRECTION

Dealers are to revise the engine EGI 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 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 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 program 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.

Part Number	Description	Quantity/Vehicle
19168447	DuraSeal Butt Splice Sleeve Kit (3 Connectors)	1
12355010	1/8" Heat Shrink Tubing	1

SERVICE PROCEDURE

- Record all audio station presets.
- Disconnect battery negative cable. Refer to *Battery Negative Cable Disconnection and Connections* in SI.



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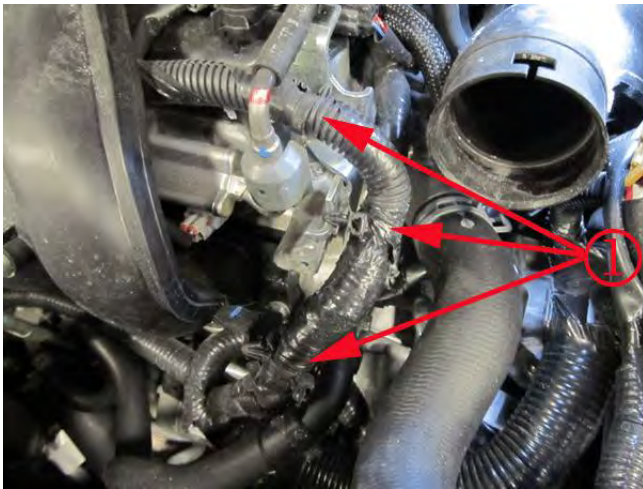
- Remove the Front Intake Air Duct (1).



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**Note:** This step is to ensure nothing enters into the duct during the procedure. The graphics in subsequent steps do not show the intake being blocked as photos of a properly covered intake were not available. Ensure the intake duct remains covered as in the graphic above.

- Cover the Air Cleaner Inlet Duct as illustrated above.



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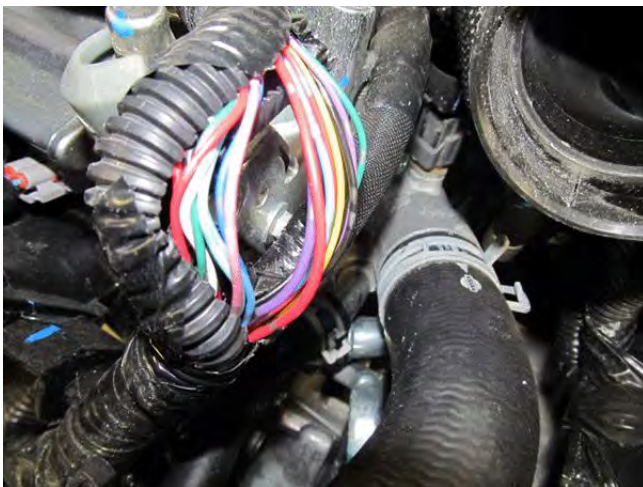
5. Disengage the three retainers (1) as illustrated above.



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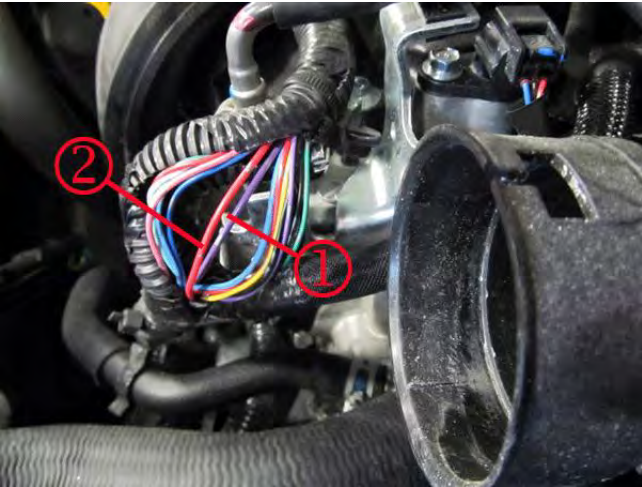
**Note:** This retainer will be reinstalled later in the procedure.

6. Carefully remove only the middle retainer from the engine harness by disengaging the locking tab of the retainer.



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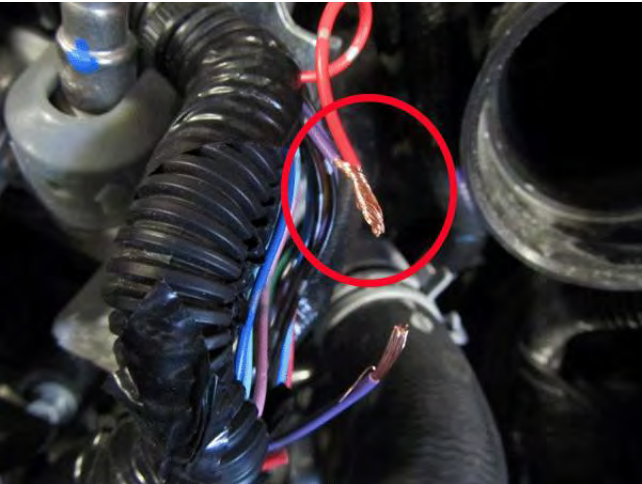
7. Remove the conduit electrical tape on the upper to lower retainer, and pull out the wiring from the conduit. Remove any electrical tape around the wires as illustrated above.



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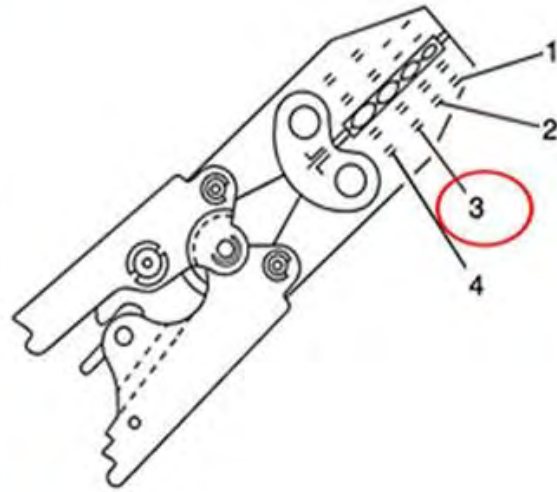
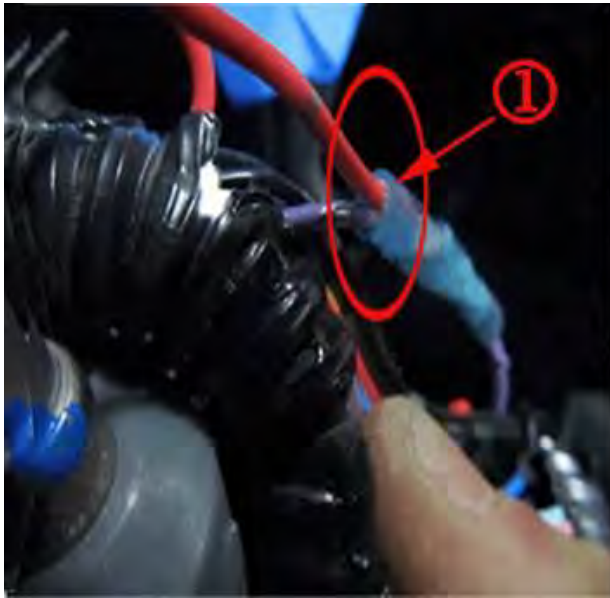
**Note:** There are four red wires in this wiring harness. Identifying the **largest red and largest purple** wires are critical to the procedure. Compare the wires to identify which wires are the largest.

8. Locate the largest gauge **red** (1) and **purple** (2) wires in the harness.
9. Once the wires are identified, cut the **purple** wire (1) approximately in the middle from the removed wires and cut the **red** wire (2) approximately 13 mm (0.50 inch) below the **purple** wire.
10. Strip approximately 5.0 mm (0.20 inch) of insulation from each wire except the lower **red** wire. The lower red wire will have heat shrink tubing installed in a later step.



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11. Twist the top of the **purple** and **red** wires together as illustrated above.



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**Caution:** DO NOT use soldering equipment that is battery or electric powered. These types of soldering irons can induce voltage into the circuit, which may cause damage to electrical components. Use only the EL-28125-5 Ultra Torch or another butane fueled soldering iron to complete the repair.

12. Install a DuraSeal splice sleeve P/N 19168447 (Blue) or equivalent to the two exposed wires (1) on one end, insert the lower purple wire into the other end. Using the EL-38125-10 splice sleeve crimping tool, crimp the connector using crimp nest (3).
13. Test the crimp quality by gently pulling each wire to ensure the wire does not remove from the sleeve.
14. Heat the DuraSeal splice sleeve P/N 19168447 (Blue) or equivalent with a heat gun 500–700 F or equivalent until the adhesive is visible outside the sleeve as shown above.



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**Note:** Only use heat shrink tube, P/N 12355010, or an equivalent flexible adhesive-lined/moisture resistant heat shrink tube to perform the repair in this bulletin.

15. Install a heat shrink tube P/N 12355010 to the lower **red** wire using heat gun 500–700 F or equivalent.



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16. Wrap the wires with electrical tape or equivalent.



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17. Reinstall the conduit and wrap the conduit in electrical tape.
18. Reinstall the removed retainer and install all three retainers.
19. Remove the cover that was previously installed in step 4 from the duct.
20. Reinstall the Front Intake Air Duct.
21. Reconnect battery cable, Refer to *Battery Negative Cable Disconnection and Connections* in SI.
22. Reset all audio presets.
23. Perform the throttle learn procedure. Refer to the Q38 Throttle Body: Throttle/Idle Learn in SI.
24. If equipped with Express Up and Express Down windows, perform the *Programming the Power Windows* in SI.
25. Clear any related DTCs.
26. Verify the engine starts normally.

COURTESY TRANSPORTATION

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
9101338	EGI Harness Wire Repair	0.7

CUSTOMER NOTIFICATION

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

DEALER PROGRAM RESPONSIBILITY

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

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through March 31, 2017.

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 March 31, 2017, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



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