



Recall Bulletin



F/CMVSS NONCOMPLIANCE RECALL

SUBJECT: Console Storage Compartment Latch

MODELS: 2014-2015 Chevrolet Impala LT and LTZ

This bulletin has been revised to include a copy of the customer letter. Please discard all copies of bulletin 14476.

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.

Vehicles involved in this recall were placed on stop delivery August 1, 2014. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

CONDITION

General Motors has decided that certain 2014-2015 model year Chevrolet Impala vehicles equipped with console storage compartment may have a condition where the latch for the storage compartment door does not meet the requirements of Section S5.3 of the Federal Motor Vehicle Safety Standards (FMVSS) No. 201, Occupant Protection in Interior Impact, Section 5.3, interior compartment doors, and Section 5 of the Canada Motor Vehicle Safety Standard (CMVSS) No. 201 - Occupant Protection. The storage compartment door may not remain closed in a rear crash, increasing the risk of occupant injury.

CORRECTION

Dealers are to replace the console storage compartment door inertia latch.

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 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

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.

Part Number	Description	Quantity/Vehicle
23277959	STOP, F/FLR CNSL COMPT	1 (if req'd)

SERVICE PROCEDURE

INSPECTION PROCEDURE



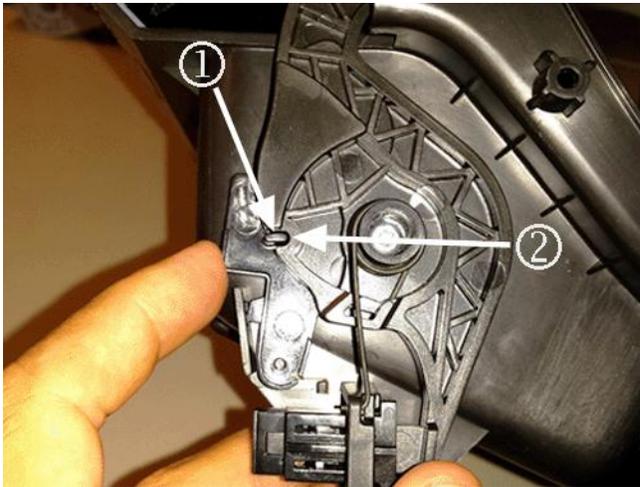
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1. Detach the front retainers on the left and right front floor console extensions and remove the console front compartment (1). Refer to *Front Floor Console Front Compartment Replacement* in SI.



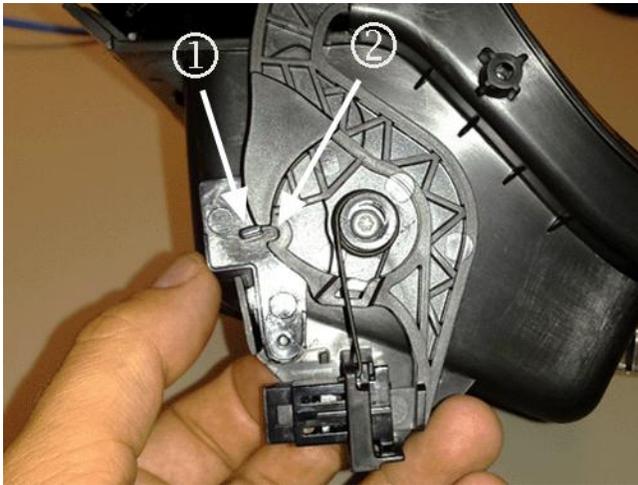
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2. Locate the Inertia Latch Pendulum (1) on the left hand side of the console compartment assembly.
3. With the bin door closed, apply finger pressure to the latch pendulum to rotate it against the engagement slot on the door. Do not force the latch tab into place, the tab should engage freely in the slot.



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- If the tab (1) aligns to the slot (2) freely, as shown in the graphic above, no further action is required. Reinstall the console front compartment. Refer to *Front Floor Console Front Compartment Replacement* in SI.



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- If the tab (1) does not align to the slot (2), as shown above, continue ahead and perform the service procedure below.

SERVICE PROCEDURE

4. Close the compartment bin door and place the compartment, passenger side down, on a protected surface.



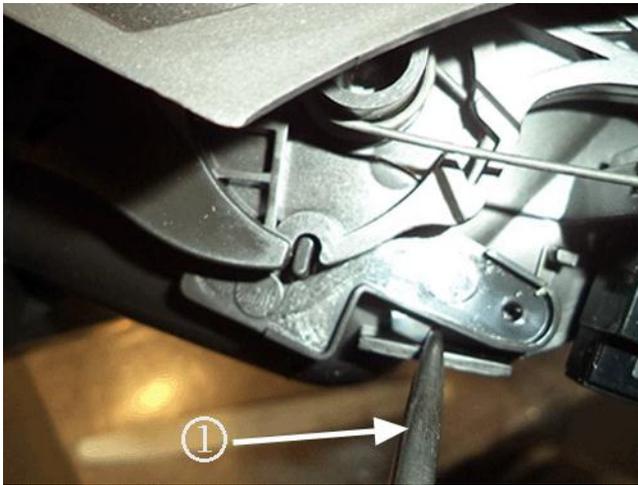
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5. Holding the inertia latch in engaged position, remove the latch from the compartment assembly.



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- 5.1 Using a trim stick, or suitable tool, push the inertia latch pivot pin out from the bottom.



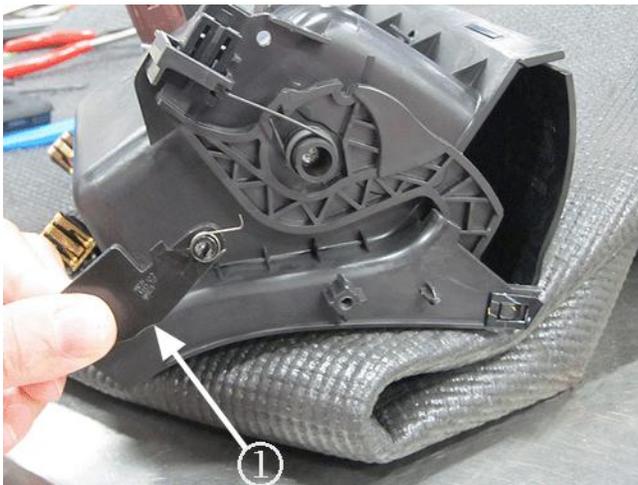
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5.2 Using a pick (1), or suitable tool, gently disengage the latch spring.



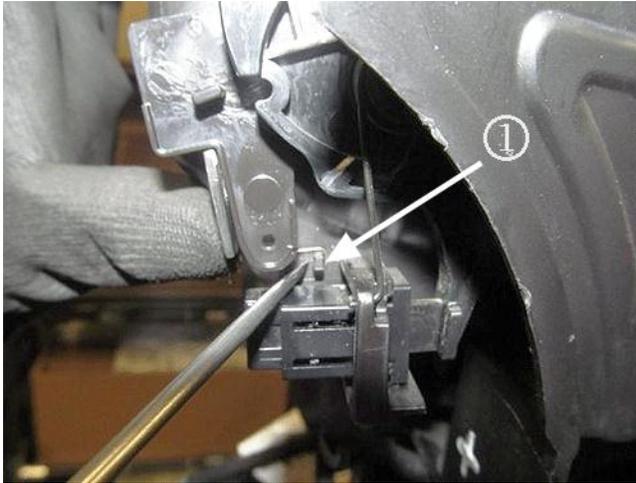
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Note: The new inertia latch with spring installed will have an "X" located on the outer surface, as shown in the graphic above.



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6. Install the new replacement inertia latch and spring assembly (1) to the compartment.



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6.1 Engage the loose leg of the latch spring onto the retaining tab (1) with the pick tool.



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6.2 Slide and install the inertia latch onto the compartment. Push in the pivot pin to snap the latch into position.



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7. Cycle the reworked part by pushing the inertia latch into the slot. The latch should slide smoothly without any interference (1) and automatically retract (2).
8. Reinstall the front floor console front compartment. Refer to *Front Floor Console Front Compartment Replacement* in SI.

FLOOR PLAN REIMBURSEMENT

Dealers in possession of vehicles included in the Stop Delivery are eligible for reimbursement of floor plan expense upon completion of this recall. This reimbursement is limited to the number of days from the Stop Delivery message to receipt of the recall parts and/or repair procedures. Floor plan reimbursement beyond these dates is not allowed. The amount of reimbursement should be charged as a net amount expense using the recall labor operation provided.

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.

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

Labor Code	Description	Labor Time	Net Item
9100818	Inspect Front Console Inertia Latch – No Further Action Req'd	0.3	N/A
9100857	Inspect & Replace Front Console Inertia Latch	0.4	N/A
9100858	Floor Plan Reimbursement	N/A	*

* The amount identified in the "Net Item" column should represent the product of the vehicle's average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (August 1, 2014) to the date the repair is completed and the vehicle is ready for sale (not to exceed 20 days):

Vehicle	US Reimbursement Amount	Canadian Reimbursement Amount
2014 Impala	\$ 4.48	\$ 5.48
2015 Impala	\$ 4.54	\$ 5.48

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this recall 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 RECALL RESPONSIBILITY – For US and Export (US States, Territories, and Possessions)

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.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

This bulletin is notice to you that the new motor vehicles included in this recall may not comply with the standard identified above. Under Title 49, Section 30112 of the United States Code, it is illegal for a dealer to sell a new motor vehicle which the dealer knows does not comply with an applicable Federal Motor Vehicle Safety Standard. As a consequence, if you sell any of these motor vehicles without first performing the recall correction, your facility may be subject to a civil penalty for each such sale.

DEALER RECALL RESPONSIBILITY - All

All unsold new vehicles in dealer's 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 facility 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.





IMPORTANT SAFETY RECALL

September 2014

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 certain 2014-2015 model year Chevrolet Impala LT and LTZ vehicles equipped with a console storage compartment may have a condition where the latch for the storage compartment door does not meet the requirements of Section S5.3 of the Federal/Canada Motor Vehicle Safety Standards No. 201, Occupant Protection in Interior Impact, Section 5.3, interior compartment doors. As a result, GM is conducting a recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

<p>IMPORTANT</p> <ul style="list-style-type: none"> • This notice applies to your 2014-2015 model year Chevrolet Impala LT or LTZ vehicle, VIN _____. • Your vehicle is involved in GM recall 14476. • Schedule an appointment with your GM dealer. • This service will be performed for you at no charge.

Why is your vehicle being recalled?

The storage compartment door may not remain closed in a rear crash, increasing the risk of occupant injury.

What will we do?

Your GM dealer will replace the console storage compartment door inertia latch. 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 25 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	1-800-630-2438	1-800-833-2438
Guam	1-671-648-8450	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

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 14V489.

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 #14476