



Recall Bulletin



F/CMVSS NONCOMPLIANCE RECALL

SUBJECT: Automatic Transmission Selector Lever

MODELS: 2011-2013 Chevrolet Caprice Police Patrol Vehicle (PPV)

This bulletin has been revised to include a copy of the customer letter. Please discard all copies of bulletin 14549.

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 29, 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 2011–2013 model year Chevrolet Caprice Police Patrol Vehicles (PPV) may fail to conform to S5.3 of Federal Motor Vehicle Safety Standard (FMVSS) 114 (Brake Transmission Shift Interlock) and S3.1.4.1 of FMVSS 102 (Identification of Shift Positions and of Shift Position Sequence), Canada Motor Vehicle Safety Standard (CMVSS) 102 – Transmission Control Functions and CMVSS 114 – Theft Protection and Rollaway Prevention. The subject vehicles are equipped with a law-enforcement specific transmission selector lever and assembly that contains two pins that could become displaced. When one or more of these pins are displaced, the driver may be able to shift the transmission out of “Park” without depressing the brake pedal and shift without pressing the shift lever detent lock button. The driver may also have difficulty removing the ignition key from the key cylinder when the vehicle’s transmission is in “Park.” Additionally, pin displacement could make it more difficult to select a different gear and could cause the vehicle’s “PRNDL” display to display inaccurate transmission position information. If the vehicle is parked, the vehicle could exhibit unintended motion if the parking brake is not set, which could increase the risk of a crash.

CORRECTION

Dealers are to replace the shift lever roll pin, replace the base pivot pin, and attach a BTSI retention enhancement clip.

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 dealers through the GM GlobalConnect Recall Reports. 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 (GMCCA). 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
92281429	OFFSET SHIFTER KIT	1

NOTE: There are first and second generation designs for the transmission control assembly. Some of the plastic parts may be a different color than shown in the repair step photos. The two designs function the same and all of the service components in the update kit service both generations. If any of the plastic components of the transmission control assembly are damaged, it will be necessary to replace the assembly. The service part assembly will need to have the update kit components installed.

SERVICE PROCEDURE

Use the following steps to install the shifter update kit.

1. Disconnect batteries. Refer to Battery Replacement in SI.
2. Raise the vehicle. Refer to Lifting and Jacking the Vehicle in SI.



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3. Using a paint pen, mark the location of the shift control rod at the shift control connection.
4. Remove the shift control linkage. Refer to Shift Control Linkage Replacement in SI.



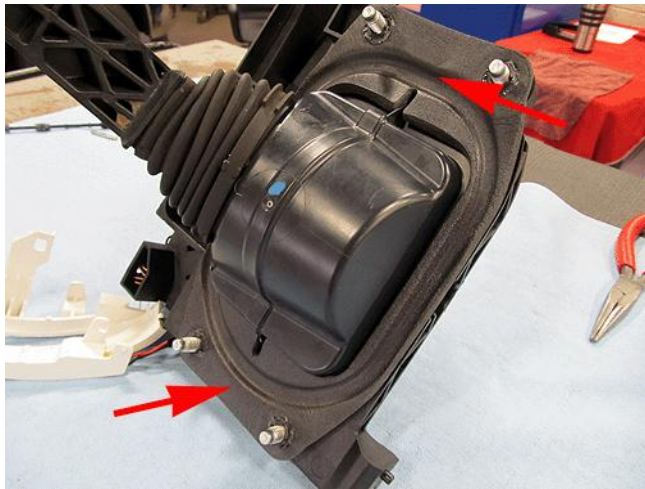
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5. Remove the 4 shift control mounting nuts.
6. Lower the vehicle.
7. Remove the police equipment as necessary.
8. Remove the console trim. Refer to Front Floor Console Front Cover Replacement 9C1 in SI.



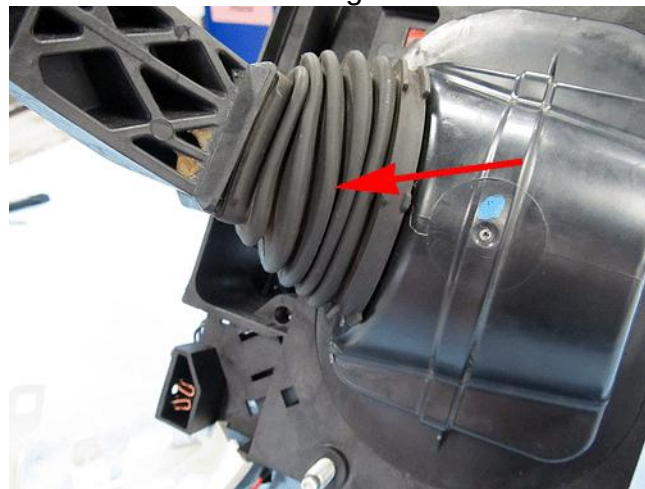
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9. Disconnect the harness connector.
10. Remove the shifter control assembly.
11. With the shifter control assembly on the bench, perform the following steps:



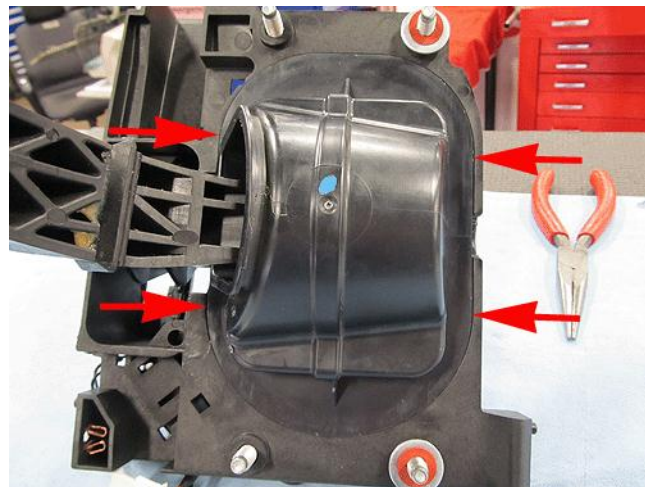
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12. Remove the bottom gasket.



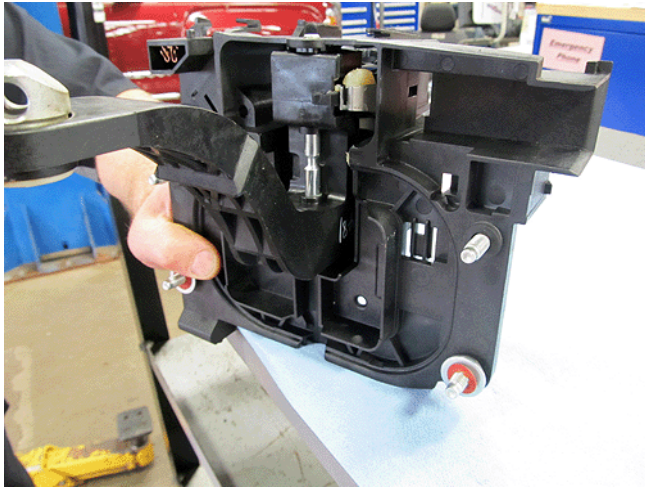
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13. Remove the rubber boot.



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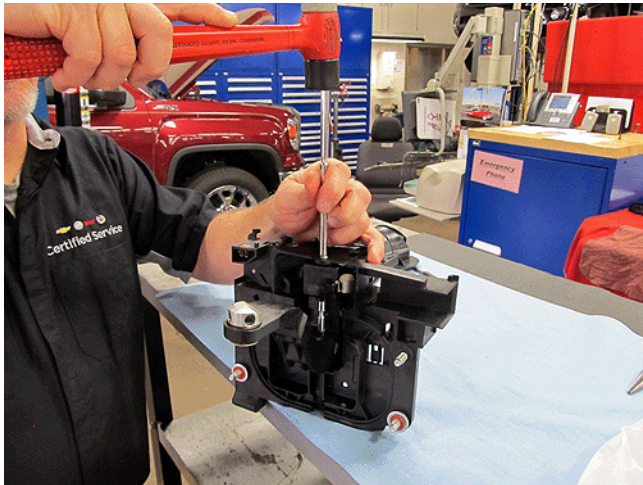
14. Using a trim stick, release the 4 bottom housing retainers. Remove the bottom housing sliding it up over the shift arm.



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15. Position the assembly on the bench with the outboard edge facing up.

16. Place the new replacement shaft in position above the existing shaft (chamfered edge down). This will be used to push the old shaft out.



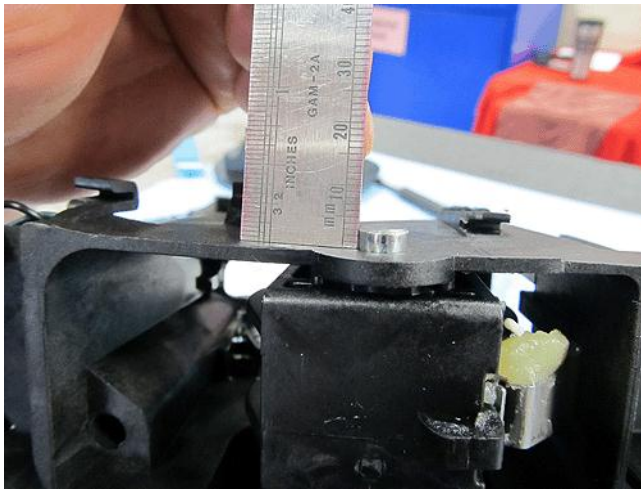
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17. Using a rubber mallet drive the old shaft out until it bottoms out on the bench top.



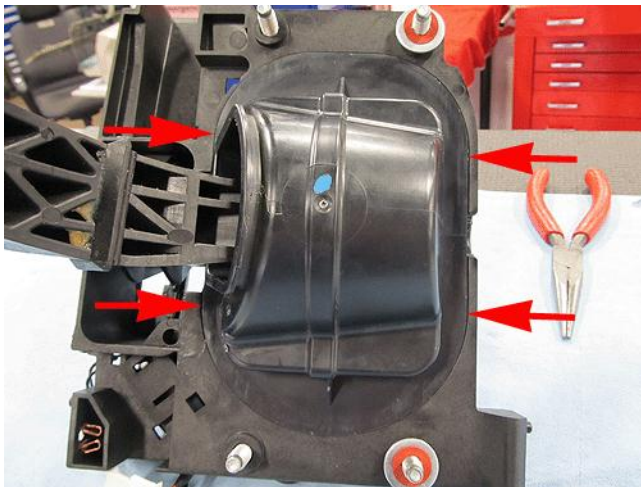
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18. Slide the assembly toward the edge of the bench and continue driving the old shaft out.



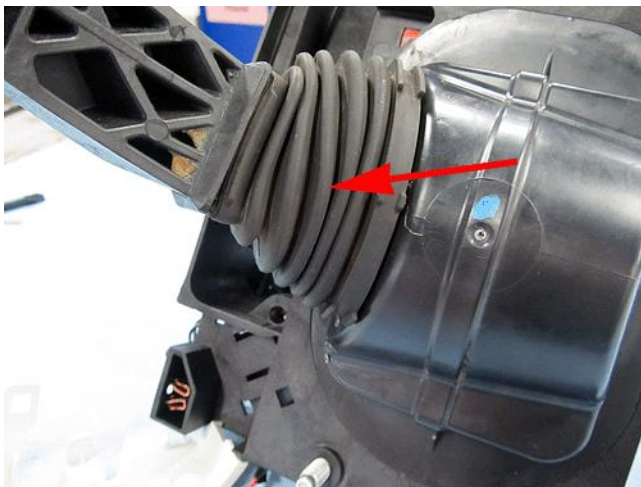
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19. Continue to tap gently until the old shaft is completely removed and the new shaft is 3mm proud of the surface of the housing.



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20. Reinstall the bottom housing. Ensure the 4 retainers are fully engaged.



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21. Reinstall the rubber boot, ensure the boot is seated onto the bottom housing and is pushed up on the shift arm past the retaining ridge.

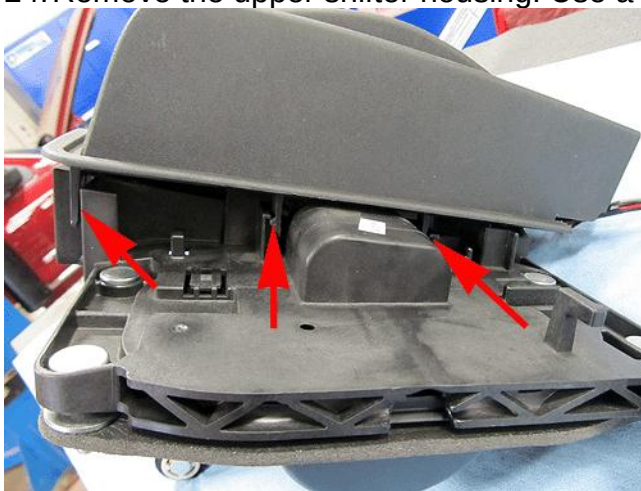


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22. Reinstall the bottom gasket.

23. Remove the control lever knob. Refer to Transmission Control Lever Knob Replacement in SI.

24. Remove the upper shifter housing. Use a trim stick to release the 5 attachment clips.



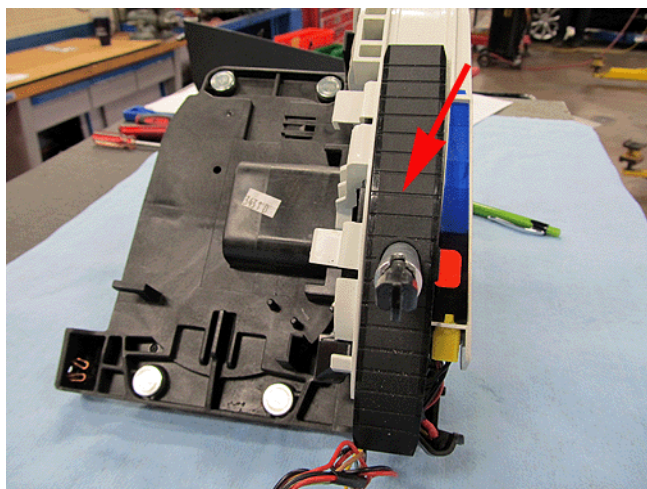
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There are 3 clips on the inboard side.



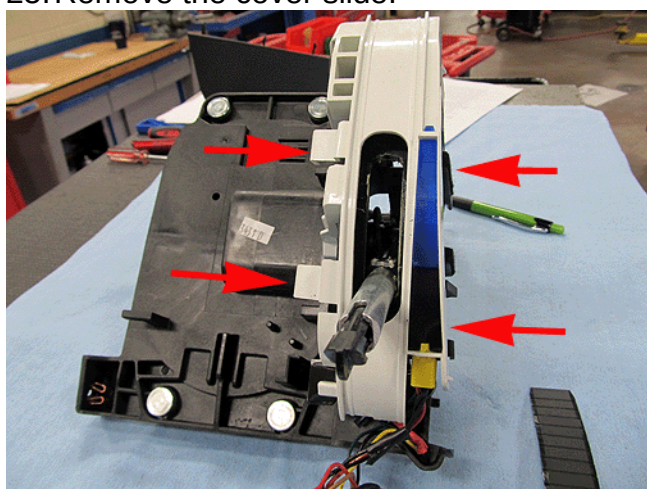
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There are 2 clips on the outboard side.



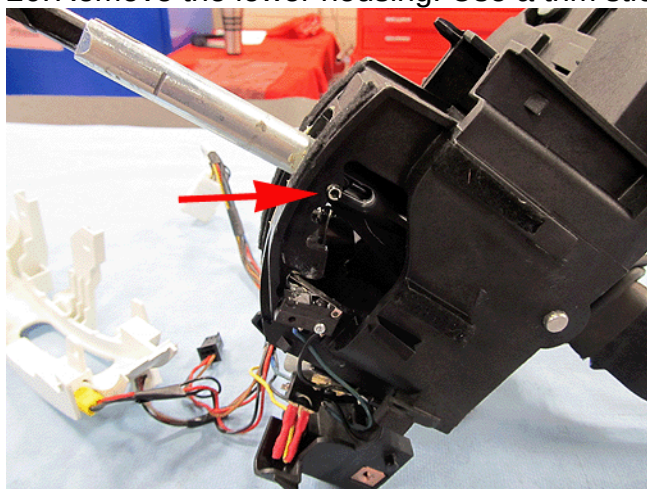
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25. Remove the cover slide.



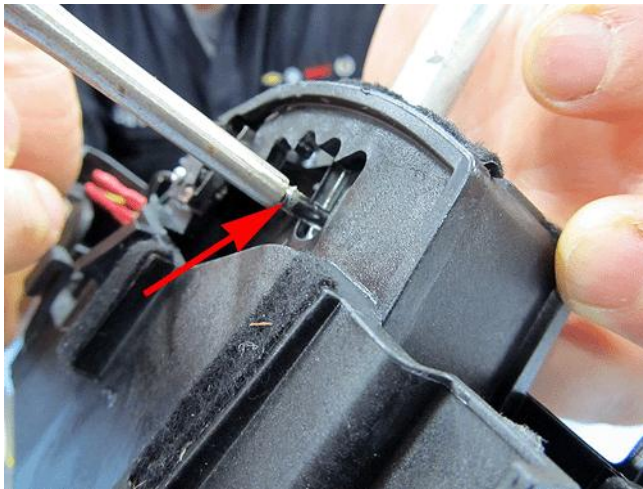
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26. Remove the lower housing. Use a trim stick to release the 4 attachment clips.



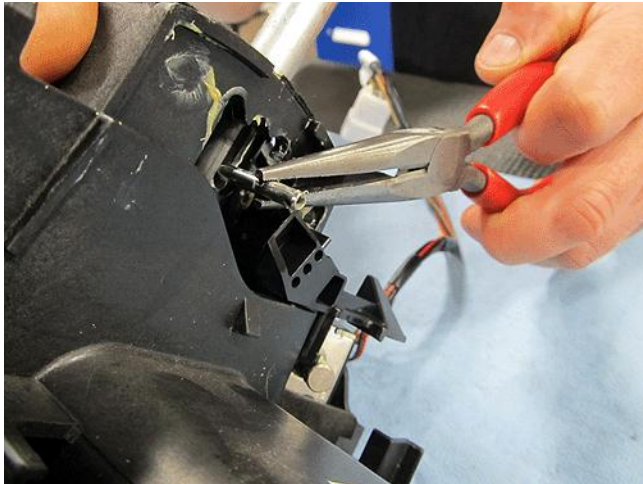
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27. Depress the control (detent) rod and move the selector to the "D" position.



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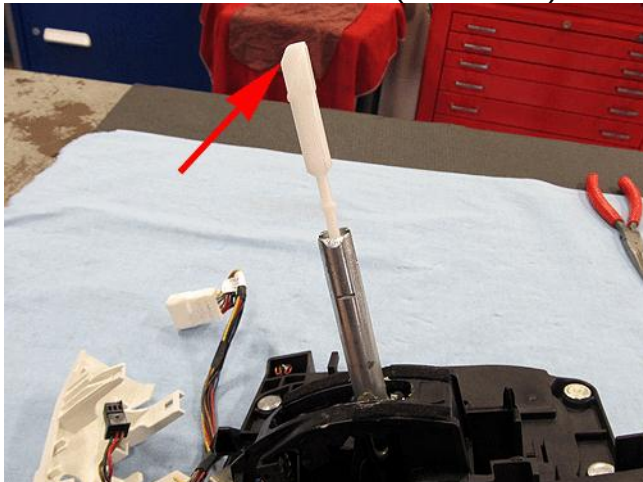
28. With the control rod depressed, push the detent pin out using a punch or socket wrench extension.



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29. With the detent pin partially out, grip it with pliers and remove the pin. Discard the old pin, it will not be reused.

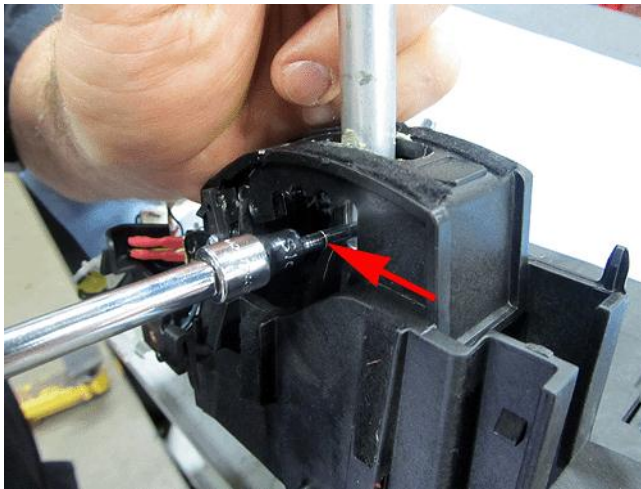
30. Remove the control rod (detent rod). Discard the rod, it will not be reused.



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31. Install the new control rod.

32. Position the rod with the angled surface facing forward. Push on the rod and verify the return spring is installed.



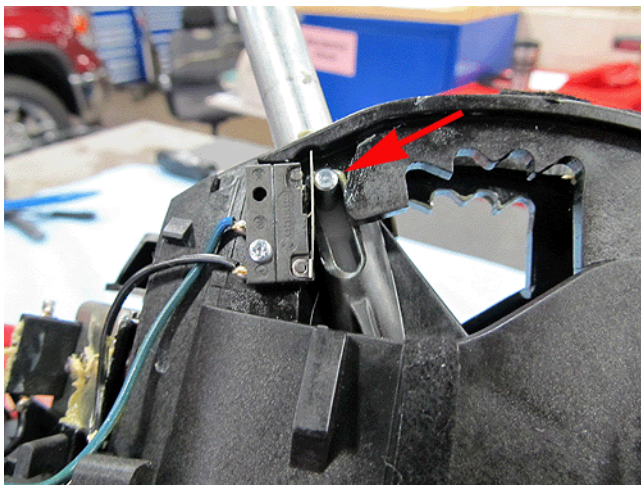
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33. Depress the control rod. Insert the detent pin from the left side. Push the pin into position using as small socket wrench.



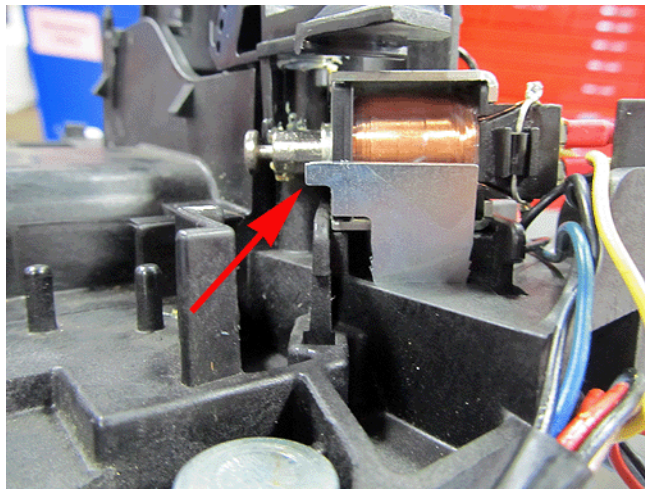
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34. Check the distance from one side to the other to make sure the same amount of pin protrudes each way (should be 13.5mm from face of the pin to the rod on both inboard and outboard sides)
35. Move gearshift back into park position (P) full forward position.



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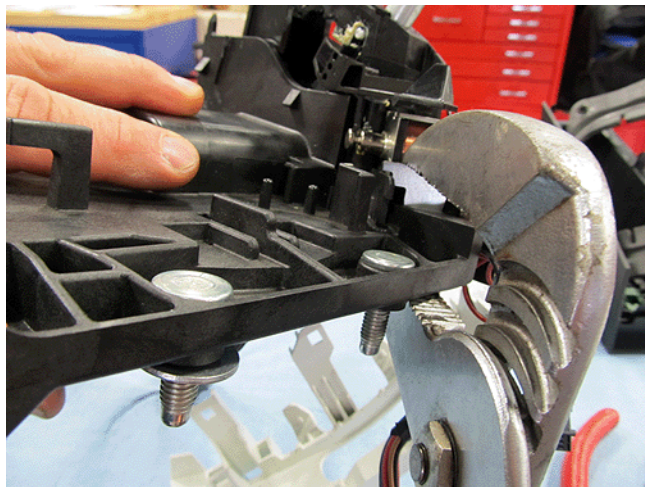
36. Ensure the detent pin engages the shift gates on both sides.



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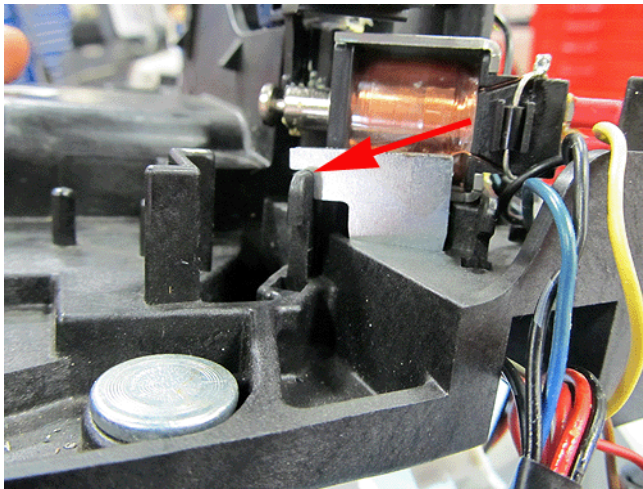
37. Place the solenoid stiffening block as shown. Ensure the stepped tab is facing the same direction as the solenoid plunger.

NOTE: Use care when handling pliers in the following step. Do not damage the solenoid coil.



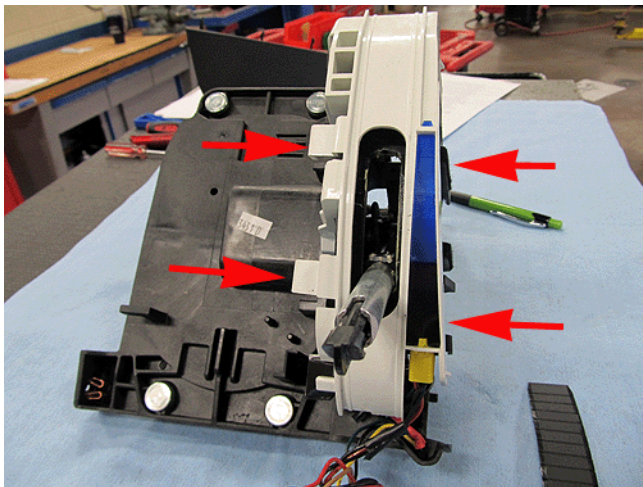
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38. Using a pair of channel lock type pliers, press the stiffening block into the cavity as shown.



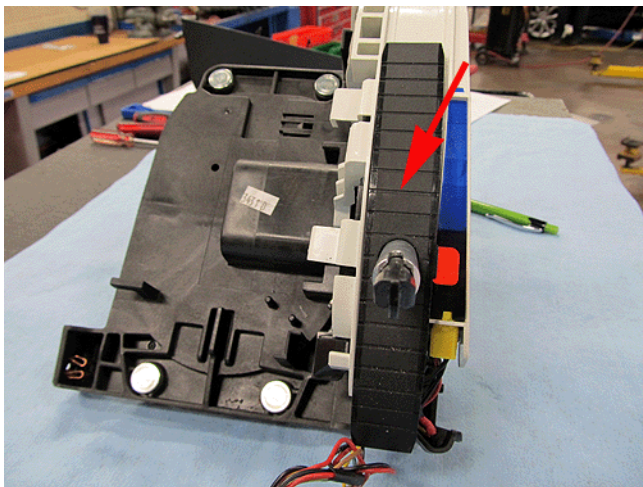
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39. Ensure the forward tab is contacting the plastic housing and the top of the stiffener is flush with the retaining tab.



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40. Reinstall the lower housing. Ensure the 4 clips are fully engaged.



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41. Reinstall the cover slide. Ensure the orange indicator is over the illumination strip.
42. Reinstall the upper housing. Ensure all 5 clips are fully engaged.

43. Attempt to move the shift lever. It should not be possible to move the lever from the park 'P' position.
44. Reinstall the control lever knob. Refer to Transmission Control Lever Knob Replacement in SI.
45. Override the shift lock lever and cycle the shift lever. Ensure the shifter operates correctly.
46. Reinstall the floor mounted transmission selector.
47. Connect the harness connector.
48. Reinstall the console trim. Refer to Front Floor Console Front Cover Replacement 9C1 in SI.
49. Reinstall the police equipment as necessary.
50. Raise the vehicle. Refer to Lifting and Jacking the Vehicle in SI.
51. Reinstall the four shift control mounting nuts. tighten to **9 N.m (80 lb. in)**
52. Reinstall the shift control linkage. Refer to Shift Control Linkage Replacement in SI. Use the paint pen marks to align the linkage.
53. Lower the vehicle.
54. Reconnect the batteries. Refer to Battery Replacement in SI.

CUSTOMER REIMBURSEMENT – For US

Customer requests for reimbursement of previously paid repairs for the recall condition are to be submitted to the dealer by October 31, 2015, unless otherwise specified by state law. If this is not convenient for the customer, they may mail the completed Customer Reimbursement Request Form and all required documents to the GM Customer Assistance Center.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

When a customer requests reimbursement, they must provide the following:

- A completed Customer Reimbursement Request Form. This form is mailed to the customer or can be obtained through GM GlobalConnect.
- The name and address of the person who paid for the repair.
- Paid receipt confirming the amount of the repair expense, a description of the repair, and the person or entity performing the repair.

IMPORTANT: GM requires dealers to approve or deny a reimbursement request within 30 days of receipt. If a reimbursement request is approved, the dealer should immediately issue a check to the customer and submit an appropriate warranty transaction for the incurred expense. If a reimbursement request is denied, the dealer MUST provide the customer with a clear and concise explanation, in writing, as to why the request was denied. The bottom portion of the Customer Reimbursement Request Form may be used for this purpose. If the denial was due to missing documents, the customer can resubmit the request when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Warranty transactions for customer reimbursement of previously paid repairs are to be submitted as required by GM Global Warranty Management. Additional information can also be found in Warranty Administration Bulletin 11-00-89-004.

CUSTOMER REIMBURSEMENT - For Canada

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by October 31, 2015.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

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

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
9100946	Install Off Set Shifter Kit (Includes Removal & Installation of Shifter and Police Equipment)	1.9	N/A
9100947	Customer Reimbursement Approved	0.2	*
9100948	Customer Reimbursement Denied	0.1	N/A
9100949	Floor Plan Reimbursement	N/A	**

Note: Customer reimbursement will not close this recall. The service procedure must also be performed on the vehicle.

- * The amount identified in the "Net Item" column should represent the dollar amount reimbursed to the customer.
- ** 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 29, 2014) to the date the repair is completed and the vehicle is ready for sale (not to exceed 29 days).

Vehicle	Reimbursement Amount
2013 Caprice PPV	\$4.55

CUSTOMER NOTIFICATION

General Motors will notify customers of this recall on their vehicle.

DEALER RECALL RESPONSIBILITY – For US (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 U.S. 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 U.S. 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. 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

October 2014

Dear Chevrolet Customer:

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

General Motors has decided that certain 2011-2013 model year Chevrolet Caprice Police Patrol vehicles may fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 114, "Theft Protection and Rollaway Prevention" and No. 102, "Transmission Shift Position Sequence, Starter Interlock, and Transmission Braking Effect". 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.

IMPORTANT

- This notice applies to your 2001-2013 Chevrolet Caprice Police Patrol vehicle, **VIN** _____.
- Your vehicle is involved in GM recall 14549.
- Schedule an appointment with your Chevrolet dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Your vehicle is equipped with a law-enforcement specific transmission selector lever and assembly that contains two pins that could become displaced. When one or more of these pins are displaced, the driver may be able to shift the transmission out of "Park" without depressing the brake pedal and shift without pressing the shift lever detent lock button. The driver may also have difficulty removing the ignition key from the key cylinder when the vehicle's transmission is in "Park." Additionally, pin displacement could make it more difficult to select a different gear and could cause the vehicle's "PRNDL" display to display inaccurate transmission position information. If the vehicle is parked, the vehicle could exhibit unintended motion if the parking brake is not set, which could increase the risk of a crash. The driver may also be able to remove the ignition key from the key cylinder when the vehicle's transmission is not in "Park" allowing the vehicle to roll away, increasing the risk of injury to exiting occupants and bystanders.

What will we do?

Your Chevrolet dealer will replace the shift lever roll pin, replace the base pivot pin, and attach a BTSI retention enhancement clip. 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 two hours.

What should you do?

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

Did you already pay for this repair?

Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by October 31, 2015, unless state law specifies a longer reimbursement period.

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
Guam	65-6267-1752	
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 14V544.

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

Jeffrey M. Boyer
Vice President
Global Vehicle Safety

Enclosure
GM Recall #14549