



Service Bulletin

SERVICE UPDATE

**SUBJECT: Service Update for Customer Vehicles
Goodwill for Repeat Electronic Parking Brake Control Module Reprogram
Expires March 31, 2016**

MODELS: 2014 Chevrolet Impala

The goodwill offer described in this bulletin should be presented to the involved customer when they pick up their vehicle after having noncompliance recall 15100 performed on the vehicle.

PURPOSE

The purpose of this service update is provide the customer with a goodwill gift to offset customer inconvenience, restore confidence in GM, and maintain loyalty to GM. The vehicles involved in this service update have previously had the electronic parking brake control module reprogrammed with an incorrect calibration under noncompliance recall 14471. These customers are now being asked to bring their vehicle back in for the correct calibration. For their inconvenience, dealers are to offer the customer a selection of one of the available goodwill tools listed in this bulletin. Because each customer has unique preferences, please offer both of the options found in this bulletin to the customer and allow them to select the one that best suits their situation.

Please note that this service update applies to vehicles that are in customer hands. If the vehicle is in dealer inventory, this bulletin does not apply.

The goodwill offer described in this bulletin should be presented to the involved customer when they pick up their vehicle after having noncompliance recall 15100 performed on the vehicle.

VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians 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.

GOODWILL OPTIONS

Note: Involved customers are to choose only ONE of the applicable options below.

For U.S.: Dealers are to use the Dealer Empowerment process to process the goodwill option.

Note: If the Maintenance Letter is selected by the customer, dealers are to put "Bulletin 15151" in the Business Case section of the Maintenance Letter form.

For dealers who are not familiar with the Dealer Empowerment process, training is available on the Center of Learning application; Course Number: VWGDE.013D-0D; Course Name: An Introduction to the Dealer Aftersales Empowerment Portal

Questions pertaining to Dealer Aftersales Empowerment Goodwill options should be directed to your dealership's Customer Experience Manager (CEM), or your GM District Manager – Aftersales (DMA).

For Canada: Dealers are to complete the *Dealership and Region GMPP and Management Rebate Request* form located on Global Connect (in the Goodwill Tools section), indicate the Bulletin 15151, the customer selection of \$100 Maintenance Card or 300 OnStar Minutes, and send to dealergoodwill@cc.gm.ca to process the goodwill option.

Goodwill Option	Description
Maintenance Letter	A letter issued to the customer by CAC, valid for up to \$100 towards a future maintenance service or repair. The letter must be redeemed within 1 year of issuance.
OnStar® 300 Calling Minutes*	Calling minutes will be added to their current OnStar® account. If OnStar® is not active, please see the footnote below.

* Dealers should contact OnStar® Dealer Support, 888-667-8271, **PRIOR** to submitting the request form and verify the following information.

1. The customer name listed on the OnStar® subscription – The owner of the vehicle is not always the name on the OnStar® account and submitting a request with the wrong name can significantly delay processing.
2. The current Plan Type (S&S or D&C) and the expiration date – If the date is less than 30 days away, there could be a chance that service is interrupted. If it has already expired, then the next step is critical.
3. If this is a new OnStar® customer or a closed account where the vehicle's OnStar® module has been deactivated, service will not be provided until the customer makes contact through the vehicle's OnStar® system. This is also where the customer need to specifically tell the OnStar® agent a "**Complimentary Customer Assistance Package**" has been provided by the dealer. Service will be activated once OnStar® has added the complimentary package.

WARRANTY TRANSACTION INFORMATION

1. Submit a Goodwill Request via the Aftersales Empowerment application located in the Service Workbench on GlobalConnect. In the comment section, enter "Service Update 15151".
2. After the Goodwill Request has been submitted, submit a transaction in GWM for 0.1 hours to close this Service Update. The transaction should be submitted as a ZFAT transaction type.

Labor Code	Description	Labor Time
9101315	Close Service Update	0.1

DEALER PROGRAM RESPONSIBILITY

Whenever a vehicle subject to this service update is in your facility for service under noncompliance recall 15100 through March 31, 2016, dealers are to offer the customer goodwill as described in this bulletin.

