

April 2012

Dear General Motors Customer:

We have learned that your 2012 model year Chevrolet Impala police vehicle may have a condition where a short circuit may develop in the instrument panel wiring harness, near the accessory wiring junction block, located under-hood. If this occurs, it may cause some police equipment to become inoperative.

Your satisfaction with your Impala 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 install two heat shrink tubes to four wire connections on the instrument panel wiring harness, near the accessory wiring junction block. This service will be performed for you at **no charge until April 30, 2014**. 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 Impala provides you many miles of reliable driving.

Jim Moloney  
General Director,  
Customer and Relationship Services

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