



Service Bulletin

PRELIMINARY INFORMATION

Subject: Unwanted Opening Of Trunk

Models: 2014 Chevrolet Impala

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

A customer may comment they notice their trunk open without having requested the trunk to open.

The trunk release button on the key fob will open the trunk when pressed for only 0.2 seconds which could result in the trunk opening when the fob is inadvertently pressed while in a pocket or purse.

Recommendation/Instructions

Please contact Techline Customer Support Center (TCSC: 800-828-6860) for a VCI number to install a BCM calibration that extends the required minimum time for a trunk release button press on the key fob to 1 second.

Note: Once programmed, educate the customer on the new operation of the key fob trunk open feature. Instruct the customer to press and hold the button for 1 second before the trunk / decklid will open.

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
2810215	Body Control Module Reprogramming with SPS	Use Published Labor Operation Time

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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