



Service Bulletin



SERVICE UPDATE

SUBJECT: Service Update for Inventory and Customer Vehicles
Incorrect Rear Seat Head Restraints Installed
Expires with Base Warranty

MODELS: 2014 Chevrolet Impala
Equipped with Rear Seat Folding Head Restraints (AYR)

This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

PURPOSE

This bulletin provides a service procedure to install rear seat folding head restraints on **certain** 2014 model year Chevrolet Impala vehicles that were ordered with rear seat folding head restraints (AYR). The rear seats in these vehicles were built with 2-way head restraints rather than the folding head restraints.

This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.

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.

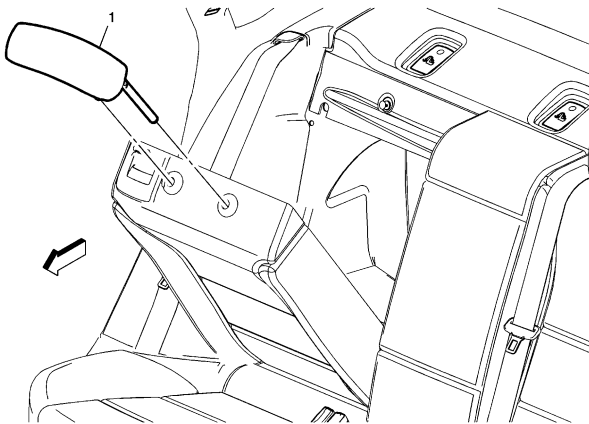
Additionally, a list of involved vehicles currently in dealer inventory is available on the “Service Update Bulletin Information” link under the “Service” tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

PART INFORMATIONParts Pre-Ship Information

Important: Rear seat head restraints for involved vehicles will be pre-shipped to involved dealers of record. This pre-shipment is scheduled to begin the week of May 20, 2013, and will be 100% of each dealer's involved vehicles. Pre-shipped parts will be charged to dealer's open parts account.

Additional parts, if required, are to be obtained from 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
23155382	RESTRAINT, R/SEAT HD (TITANIUM)	2

SERVICE PROCEDURE

2912351

Note: Remove and replace both rear seat head restraints.

1. Lower the seat back forward to gain space between the rear seat head restraint and the roof.
2. Depress the large button on the rear seat head restraint guide and raise the rear seat head restraint to the full up position.
3. Insert a small diameter tool into the hole on the inboard side of both rear seat head restraint guides and pull upward to remove the rear seat head restraint.
4. Install two new rear seat head restraints.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time
9100035	Install Rear Seat Head Restraints	0.3

DEALER PROGRAM RESPONSIBILITY

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.



GM CUSTOMER CARE AND AFTERSALES
DCS2964
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 20, 2013

Subject: 13141 – Service Update Bulletin
Incorrect Rear Seat Head Restraints Installed

Models: 2014 Chevrolet Impala Equipped with Rear Seat Folding
Head Restraints (AYR)

To: All Chevrolet Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New Vehicle Sales Manager,
and Warranty Administrator

General Motors is announcing Service Update Bulletin 13141 today. The total number of U.S. vehicles involved is approximately 280. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The “Investigate Vehicle History” (IVH) screen will be updated May 21, 2013. A list of involved vehicles is attached to this message.

Service Update Bulletin (SUB) Information Link

The SUB Information Link in GlobalConnect will be updated in the near future.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES