



# Program Bulletin



## CUSTOMER SATISFACTION PROGRAM

**SUBJECT:** Incorrect Speedometer Reading

**MODELS:** 2014 Chevrolet Impala Limited  
Fleet Vehicles

.....  
THIS PROGRAM IS IN EFFECT UNTIL NOVEMBER 30, 2015.  
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### CONDITION

**Certain** 2014 model year Chevrolet Impala Limited fleet vehicles may have an incorrect calibration in the instrument cluster. This will cause the speedometer needle to read 8 mph lower than the actual vehicle speed. A speedometer needle reading below zero during vehicle idle is evidence of this condition.

### CORRECTION

Dealers are to inspect and, if necessary, replace the instrument cluster.

### 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.

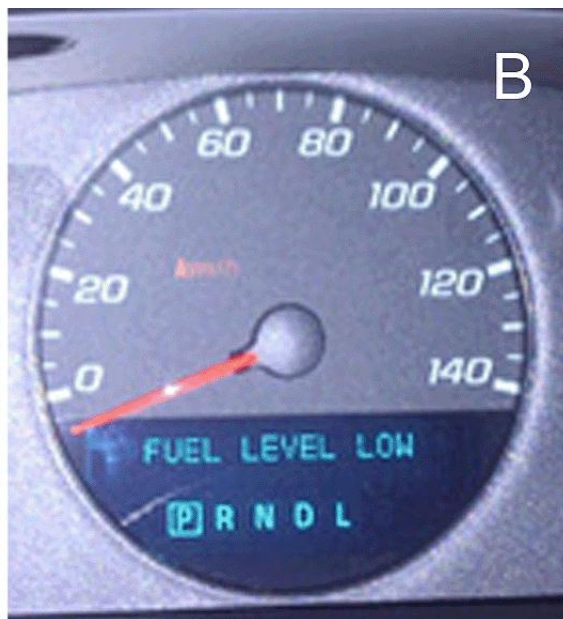
For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to dealers through the GM GlobalConnect Recall Reports. Dealers will not have a report available if 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 program 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 program.

## PART INFORMATION

In the event that the instrument cluster requires replacement, they are to be obtained from your local GM Authorized Electronic Service Center. **Do not order parts from General Motors Customer Care and Aftersales (GMCC&A).**

## SERVICE PROCEDURE



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1. Start the engine. With the engine idling and the transmission gear selector in 'P' Park, determine if the speedometer reads zero (0) or below zero (0). Do NOT depress the accelerator pedal during the speedometer inspection.
  - If the speedometer reads zero (0) (refer to the 'G' portion of the photograph), turn off the engine. No further action is required.
  - If the speedometer reads BELOW zero (0) (refer to the 'B' portion of the photograph), turn off the engine. Replace the instrument cluster. Proceed to step 2.
2. Remove the instrument cluster. Refer to *Instrument Cluster Replacement* in SI.
3. Install a new instrument cluster. Refer to *Instrument Cluster Replacement* in SI.

## 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.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Net Item</b>
9100196	Inspect Instrument Cluster – No Further Action Req'd	0.2	N/A
9100197	Inspect & Replace Instrument Cluster	1.0*	\$25.00**
9100198	Replace Instrument Cluster by Mobile Unit (for Canada use only)	0.2***	N/A

\* Submit 0.2 hours ESC administrative allowance in the Administration Time field.

\*\* Submit the \$25.00 ESC net item in the Admin Allowance field.

\*\*\* In the event that a mobile service is provided at the dealership, the R&R labour time and the \$25.00 net amount are NOT to be claimed; however the 0.2 hours administrative allowance can be claimed once per warranty repair/exchange.

**CUSTOMER NOTIFICATION**

General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

**DEALER PROGRAM RESPONSIBILITY**

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repaired per the service procedure of this program bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through November 30, 2015.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle 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. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program 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 program enters your vehicle inventory, or is in your facility for service through November 30, 2015, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

November 2013

Dear General Motors Customer:

We have learned that your 2014 model year Chevrolet Impala may have an incorrect calibration in the instrument cluster. This will cause the speedometer needle to read 8 mph lower than the actual vehicle speed. A speedometer needle reading below zero during vehicle idle is evidence of this condition.

Your satisfaction with your Chevrolet Impala is very important to us, so we are announcing a program to fix this condition.

**What We Will Do:** Your GM dealer will inspect the instrument cluster and, if necessary, replace the instrument cluster. This service will be performed for you at **no charge until November 30, 2015**. 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.

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	

**Courtesy Transportation:** If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner Manual and your dealer for details on Courtesy Transportation.

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 enjoyable driving.

Jim Moloney  
General Director,  
Customer and Relationship Services

GM CUSTOMER CARE AND AFTERSALES  
DCS3072  
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 18, 2013

Subject: 13324 - Customer Satisfaction Program  
Incorrect Speedometer Reading

Models: 2014 Chevrolet Impala Limited Fleet Vehicles

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 Customer Satisfaction Program 13324 today.  
The total number of U.S. vehicles involved is 27. Please see the attached  
bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin mid-November.

**Global Connect (GWM)**

The "Investigate Vehicle History" (IVH) screen will be updated October 22, 2013. A list  
of involved vehicles is attached to this message. Please hold all warranty transactions  
until the VINs appear in IVH.

**Campaign Initiation Detail Report (CIDR)**

The CIDR will be available mid-November.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES