



# Service Bulletin



## SERVICE UPDATE

**SUBJECT:** Service Update for Inventory Vehicles Only  
Low Rear Differential Fluid Level  
Expires October 31, 2014

**MODELS:** 2014 Chevrolet Corvette

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

This service update involves vehicles in dealer inventory only and will expire October 31, 2014.

### PURPOSE

This bulletin provides a service procedure to check the rear differential fluid level on **certain** 2014 model year Chevrolet Corvette vehicles. The rear differential assembly for these vehicles may have been shipped from the supplier with insufficient fluid. If the fluid is low, dealers are to add fluid and test drive the vehicle. If a loud whine, gear, or bearing noise is observed during the test drive, dealers are to contact the GM Product Quality Center (PQC) for additional instructions.

**This service procedure should be completed on involved vehicles currently in dealership inventory as soon as possible but no later than October 31, 2014, at which time this bulletin will expire.**

### 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.

## PART INFORMATION

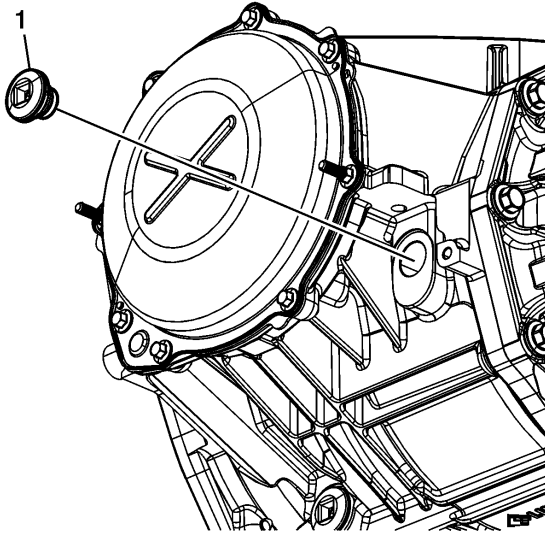
Differential fluid, if required, is to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

In the rare event that a rear differential requires replacement, orders will be processed through the PQC with a PQC case prior to release by calling 866-654-7654. Please reference PIP 5142 for exchange program instructions.

| Part Number                    | Description             | Quantity/Vehicle                              |
|--------------------------------|-------------------------|---|
| 88862624 – US<br>88862625 - CN | LUBRICANT, DIFFERENTIAL | Up to 3 quarts/litres<br>(Submit as Net Item) |

## SERVICE PROCEDURE

1. Raise and support vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



3404597

2. Check the rear axle fluid level. Refer to *Rear Axle Lubricant Level Inspection* in SI.
  - If adding rear axle fluid is NOT required, no further action is required. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
  - If adding rear axle fluid is required, add the recommended amount of fluid to the rear axle. Proceed to step 3.
3. Take the vehicle on a 10 minute road test to determine if there is a whine, gear or bearing noise.
  - If rear axle noise is NOT present, no further action is required.
  - If rear axle noise is present, contact the PQC for additional instructions.

**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> |
|-------------------|---|-------------------|-----------------|
| 9100205           | Inspect Rear Differential Fluid Level – No Further Action Req'd | 0.3               | N/A             |
| 9100206           | Inspect & Add Differential Fluid & Road Test Vehicle            | 0.7               | *               |

**Note:** *If the rear differential requires replacement, submit for the inspection, fluid add, and road test under this bulletin using labor code 9100206. Use normal warranty labor code and labor operation time for the replacement of the rear differential.*

- \* Submit the cost of the actual amount of differential fluid used to perform the required repairs, not to exceed \$38.40 USD, \$39.49 CAD, plus applicable Mark-Up or Landed Cost (for Export).

**DEALER PROGRAM RESPONSIBILITY**

Dealers must take the steps necessary to ensure that the service update correction has been made to all involved vehicles in dealer inventory before selling or dealer-trading the vehicle, but no later than October 31, 2014.



GM CUSTOMER CARE AND AFTERSALES  
DCS3076  
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 22, 2013

Subject: 13360 – Service Update Bulletin  
Low Rear Differential Fluid Level

Models: 2014 Chevrolet Corvette

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 13360 today. The total number of U.S. vehicles involved is 970. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The “Investigate Vehicle History” (IVH) screen will be updated later this week. A list of involved vehicles is attached to this message. Please hold all warranty transactions until the VINs appear in IVH.

**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