



Service Bulletin



SERVICE UPDATE

SUBJECT: Service Update for Inventory and Customer Vehicles
Underbody Appearance
Expires with Base Warranty

MODELS: 2014 Chevrolet Silverado 1500
2014 GMC Sierra 1500

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 inspect and, if necessary, repair the appearance of underbody components on certain 2014 model year Chevrolet Silverado 1500 and GMC Sierra 1500 vehicles that may not meet GM appearance requirements for new vehicles. These vehicles may exhibit signs of premature surface degradation on certain underbody components.

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. 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 INFORMATION

Parts required to complete this service update are to be obtained as per the instructions provided below. **Do not order from General Motors Customer Care and Aftersales (GMCCA).**

| Part Number | Description | Quantity/Vehicle |
|--|---|--|
| X-121B Obtain from Daubert Chemical Company* | Daubert Nox-Rust® One Coat Rust Preventative Coating | 8 Vehicles Per Can (Submit in Net Item) |
| 36502 Obtain from Lloyds Laboratories** | Lloyds Kryptonite Metal Treatment® Life Long Rust Protection | 8 Vehicles Per Can (Submit in Net Item) |

* Contact Daubert Chemical Company at www.daubertchemical.com or 800-914-0034 (Inside U.S.) or 708-496-7350 (Outside U.S.)

** Contact Lloyds Laboratories at www.lloydslaboratories.com or 1-800-361-6766 (North America Only)

SERVICE PROCEDURE**Surface Degradation Inspection Procedure**

With the vehicle on the ground, inspect the following components for signs of premature surface degradation. Use the pictures below as guidelines to determine whether to repair or not to repair. For components on the threshold of repair or not to repair, the default should be to repair.

- Front spring mounts (visible through wheelhouse)

No Repair Required



3686530

Repair Required



3686529

- Body mounts (visible underneath door(s))

No Repair Required



3686510

Repair Required



3686508

- Frame and flanges (visible through wheelhouse and underneath door(s))

No Repair Required



3687198

Repair Required



3687196

- Rear shock lower mounts

No Repair Required



3687935

Repair Required



3686501

- Rear axle assembly

No Repair Required



3686527



3686524

Repair Required



3686525



3686522

Surface Degradation Repair Procedure

1. Any loose rust or coating should be wire brushed off.
2. Using a rag and general purpose adhesive remover, wipe down the affected repair area.
3. For the front spring mounts, frame and body mounts, apply a coat of Daubert Nox-Rust® P/N X-121B “One Coat Rust Preventative Coating” (aerosol), or equivalent.
4. For the rear axle assembly and rear shock mounts, apply a coat of Lloyds Kryptonite Metal Treatment P/N 36502 Life Long Rust Protection (14 ounce aerosol), or equivalent.

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 | Net Item |
|-------------------|---|-------------------|-----------------|
| 9100353 | Inspect Underbody Components | 0.2 | N/A |
| 9100354 | Repair Underbody Components (Includes Inspection) | 1.0 | * |

- * The amount identified in “Net Item” should represent the actual sum total of the cost for the parts needed to perform the required repair. Daubert Nox-Rust® equals \$1.87 per vehicle. Lloyds Kryptonite Metal Treatment® equals \$3.34 per vehicle. Total cost should not exceed \$5.21 per vehicle.

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
DCS3127
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 28, 2014

Subject: 14002 – Service Update Bulletin
Underbody Appearance

Models: 2014 Chevrolet Silverado 1500
2014 GMC Sierra 1500

To: All Chevrolet and GMC 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 14002 today. The total number of U.S. vehicles involved is approximately 1,200. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History screen in GWM will be updated January 29, 2014.

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