Bulletin No.: PI1203

Date: Mar-2014

Service Bulletin

PRELIMINARY INFORMATION

Subject: Information on Steam/Vapor Coming from Front Grille or Radiator Area

Models: 2014 Chevrolet Impala

Condition/Concern

Some customers may comment that steam is coming from the front grille at idle, or on seeing vapor coming from the radiator after car washes.

The cause of this condition may be the result of rain or car-wash runoff water reaching the condenser, radiator and fan module (CRFM) where it can be vaporized and, with the right weather, can become visible condensate.

Recommendation/Instructions

Important: This condition does not affect the performance or driveability of the vehicle, and is temporary; only lasting until all the moisture has vaporized.

Engineering is aware of the concern and is working on a resolution. Once a solution is available, this PI will be updated.

Customer Information

Please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a solution for this concern. Once a solution is available, this PI will be updated with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

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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