



Service Bulletin

File in Section: -

Bulletin No.: PIE0278

Date: February, 2014

PRELIMINARY INFORMATION

Subject: Engineering Information – Inside Rearview Mirror Loose or Falls Off

Models: 2014 Chevrolet Impala
Built After January 3, 2013

Attention: Proceed with this PI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information PIs.

Condition

Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment that the inside rearview mirror is loose or falls off.

Cause

GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Instructions

If you encounter a vehicle with the above concern, please contact the engineer listed below for additional instructions. Depending on the location of the vehicle, the engineer may want to visit the dealership.

Contact Information

Engineer Name	Phone Number
AI Magil	586-907-3336

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
2080168*	Engineering Information – Inside Rearview Mirror Loose or Falls Off	0.2 hr

*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.