



SB-10056244-8251 File in Section: -

Bulletin No.: PIE0300

Date: May, 2014

Service Bulletin

PRELIMINARY INFORMATION

Subject: Engineering Information – Unwanted Braking

Models: 2014 Chevrolet Impala
NOT Equipped with RPO UEU and/or KSG

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 on one or more of the following conditions related to unwanted braking with or without any alerts prior to the event:

- The park brake does not always release or customer feels like it is dragging
- Feels like park brake is applied with no warning lights on
- The PARK brake or Service Park Brake light is on
- Service Parking Brake message is displayed in the DIC
- The vehicle unexpectedly decelerated on its own
- Unwanted activation of the brakes while driving

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

Important: This request applies only to vehicles WITHOUT RPOs UEU and/or KSG.

Perform the following steps before calling GM engineering:

1. Obtain from the customer the driving conditions under which the event occurs: specific road/location, speed, cruise control on/off, traffic (stop/go, etc.), weather (temperature, sunny, cloudy, raining), time of day, the number of times this has happened, what did they do before, during and after the event, was there other electrical loads (cell phone chargers, GPS, bluetooth pairing, etc.).
2. Obtain from the customer if any audible or visual alerts were observed prior to, during or after the event.
3. Generate a GDS2 complete scan report PDF file from the "Read Vehicle Wide DTC & ID Information" area of Vehicle Diagnostics Module.
4. Please record the following:
 - Dealer Name, BAC and Technician Name
 - Does vehicle have any aftermarket accessories? If yes, please note what they are.
 - Number of day's vehicle was down, if any?
 - Was the vehicle towed to the dealer?
 - Is the vehicle a stock unit?
5. Please email the PDF file along with the above information to brian.w.quinn@gm.com and contact the engineer listed below for further instructions.

In the event the engineer is not able to take the call, please email the above information and leave a voicemail with the following information:

- 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.

Contact Information

Engineer Name	Phone Number
Brian Quinn	248-534-9657

Warranty Information

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

Labor Operation	Description	Labor Time
2480088*	Engineering Information – Unwanted Braking	0.6 hr

*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.