



Program Bulletin

SB-10056366-2522



CUSTOMER SATISFACTION PROGRAM

SUBJECT: Replace Front Suspension Torsion Bars

MODELS: 2014 Chevrolet Express
2014 GMC Savana

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.

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THIS PROGRAM IS IN EFFECT UNTIL [AUGUST 21, 2016].
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CONDITION

Certain 2014 model year Chevrolet Express and GMC Savana vans may have a condition in which the front torsion bar may fracture during or after being loaded. If the torsion bar fractures, the trim height will immediately drop on the fractured side. The front suspension alignment will change and the weight distribution will shift to the vehicle side with the non-fractured torsion bar. If the driver is not holding the steering wheel, it will rotate approximately 14 degrees to the fractured side. With hands on the wheel, the steering force feedback would be similar to a large wind gust or pothole hit.

CORRECTION

Dealers are to replace the left and right front suspension torsion bars.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel 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.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be

provided to US and Canadian dealers through the GM GlobalConnect Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

PART INFORMATION

Parts required to complete this program are 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.

Part Number	Description	Quantity/Vehicle
15750719	Bar, Front Torsion - Left	1
15750720	Bar, Front Torsion - Right	1

SERVICE PROCEDURE

Replace the left and right front suspension torsion bars. Refer to *Torsion Bar and Support Assembly Replacement* in SI.

COURTESY TRANSPORTATION – For US

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

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
9100804	Replace Left and Right Front Suspension Torsion Bars	1.7

CUSTOMER NOTIFICATION – For US

General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

DEALER PROGRAM RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repaired per the service procedure of this program bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through August 21, 2016.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through August 21, 2016 you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



September 2014

Dear General Motors Customer:

We have learned that your 2014 model year Chevrolet Express or GMC Savana van may have a condition in which the front torsion bar may fracture during or after being loaded. If the torsion bar fractures, the trim height will immediately drop on the fractured side. The front suspension alignment will change and the weight distribution will shift to the vehicle side with the non-fractured torsion bar. If the driver is not holding the steering wheel, it will rotate approximately 14 degrees to the fractured side. With hands on the wheel, the steering force feedback would be similar to a large wind gust or pothole hit.

Your satisfaction with your Express or Savana is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will replace the left and right front suspension torsion bars. This service will be performed for you at **no charge until August 21, 2016**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Jim Moloney
General Director,
Customer and Relationship Services