



# Program Bulletin

## SB-10056461-1555



## CUSTOMER SATISFACTION PROGRAM

**SUBJECT:** Auxiliary Transmission Cooler Line

**MODELS:** 2014 Chevrolet Corvette Convertible

### CONDITION

Certain 2014 model year Chevrolet Corvette convertible vehicles have a cooler outlet connector pipe on the auxiliary transmission cooler that may not be properly sealed to its mating connection. The improper seal may cause transmission oil to leak or, under certain conditions, the connector pipe to disconnect from the mating connection. The disconnection of the connector pipe may result in a loss of vehicle propulsion, and leaking transmission oil could cause smoldering if it contacts the heated intake exhaust pipes or mufflers.

### CORRECTION

Dealers are to replace the auxiliary transmission cooler assembly.

### 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 U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. 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.

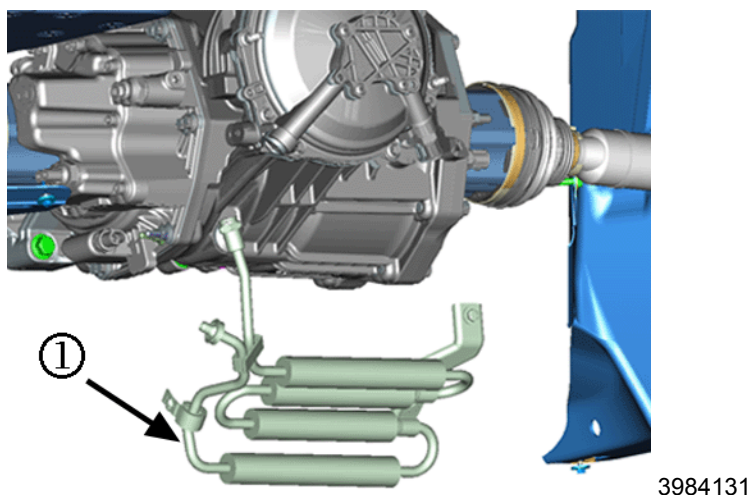
## PART INFORMATION

Parts required to complete this program are to be obtained from General Motors Customer Care and Aftersales (GMCCA). 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.

**Important: There are only 738 vehicles involved in this program world-wide. Please order parts accordingly. Dealers are encouraged not to order parts for use as shelf stock.**

Part Number	Description	Quantity/Vehicle
23466342	COOLER ASM - TRANS FLUID AUX	1
88861037-US 19264717-CN	FLUID, A/TRANS DEXRON VI	1

## SERVICE PROCEDURE



1. Remove the transmission fluid auxiliary cooler (1). Refer to *Transmission Fluid Auxiliary Cooler Replacement (MEL / MEP Convertible)* or *(MYC Convertible)* in SI.
2. Install the new transmission fluid auxiliary cooler. Refer to *Transmission Fluid Auxiliary Cooler Replacement (MEL / MEP Convertible)* or *(MYC Convertible)* in SI.

## COURTESY TRANSPORTATION – For U.S. and Canada

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.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>
9100928	Replace Transmission Fluid Auxiliary Cooler Assembly	2.3

**CUSTOMER NOTIFICATION** – For U.S. and Canada

General Motors will notify customers of this program by letter (see copy of customer letter included with this bulletin) and attempt follow-up by telephone.

**CUSTOMER NOTIFICATION** – For Export

Letters will be sent to known owners of record located within areas covered by the U.S. National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

**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, from this time forward.

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 in the future, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



October 2014

Dear General Motors Customer:

We have learned that your 2014 model year Chevrolet Corvette convertible may have a cooler outlet connector pipe on the auxiliary transmission cooler that may not be properly sealed to its mating connection. The improper seal may cause transmission oil to leak or, under certain conditions, the connector pipe to disconnect from the mating connection. The disconnection of the connector pipe may result in a loss of vehicle propulsion, and leaking transmission oil could cause smoldering if it contacts the heated intake exhaust pipes or mufflers.

Your satisfaction with your Corvette 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 auxiliary transmission cooler assembly. This service will be performed for you at **no charge**.

**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
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 Chevrolet Corvette provides you many miles of enjoyable driving.

Jim Moloney  
General Director,  
Customer and Relationship Services

GM Program Number: 14572