



# Recall Bulletin



## F/CMVSS NONCOMPLIANCE RECALL

**SUBJECT:** Transmission Shift Cable Adjuster Body Fracture

**MODELS:** 2014 Buick Enclave, LaCrosse, Regal, Verano  
2014 Chevrolet Cruze, Impala, Malibu, Traverse  
2014 GMC Acadia

**This bulletin has been revised to include a copy of the customer letter. Please discard all copies of bulletin 14048.**

**Vehicles involved in this recall were placed on stop delivery February 13, 2014. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.**

**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.**

### CONDITION

General Motors has decided that certain 2014 model year Buick Enclave, LaCrosse, Regal, Verano; Chevrolet Cruze, Impala, Malibu, Traverse; and GMC Acadia vehicles may not conform to Federal/Canada Motor Vehicle Safety Standard MVSS102 or MVSS114. On these vehicles, one end of the transmission shift cable adjuster body has four legs that snap over a ball stud on the transmission shift lever. One or more of these legs may have been fractured during installation. If any of the legs are broken, the transmission shift cable adjuster body could potentially become disengaged from the shift lever and the transmission could not be shifted mechanically. Additionally, the transmission range selector lever inside the vehicle may not match the PRNDL display in the instrument panel. If the transmission shift cable adjuster body becomes disengaged while driving, upon stopping the vehicle, a driver may be able to move the transmission range selector lever to the park position and remove the key, but the vehicle's transmission would not actually be in park. If this happens and the parking brake is not set, the vehicle could roll and a vehicle crash could occur without prior warning.

### CORRECTION

Dealers are to inspect and, if necessary, replace the factory installed white shift cable adjuster body and black lock clip with a black shift cable adjuster body and white lock clip.

**VEHICLES INVOLVED**

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History (IVH) 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.

**NOTE:** Some vehicles initially included in the stop delivery order may have been repaired at their respective assembly plants prior to shipment and will not appear as 'open' for this recall action in IVH.

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, 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 recall 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 recall.

**PART INFORMATION**

Parts required to complete this recall 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.

**NOTE:** A total of 285 vehicles are involved in this recall. Dealers should not order recall parts for use as shelf stock. Recall parts should only be ordered by dealers who have an involved vehicle assigned to them.

Part Number	Description	Quantity/Vehicle
22847616	Shift Cable Adjuster Body	1 (if req'd)
11612155	Lock Clip	1 (if req'd)

**SERVICE PROCEDURE**

1. Open the hood and locate the automatic transmission shift cable adjuster body and lock clip. The shift cable adjuster body and lock clip is located on the driver side of the vehicle and is attached to the transmission lever.

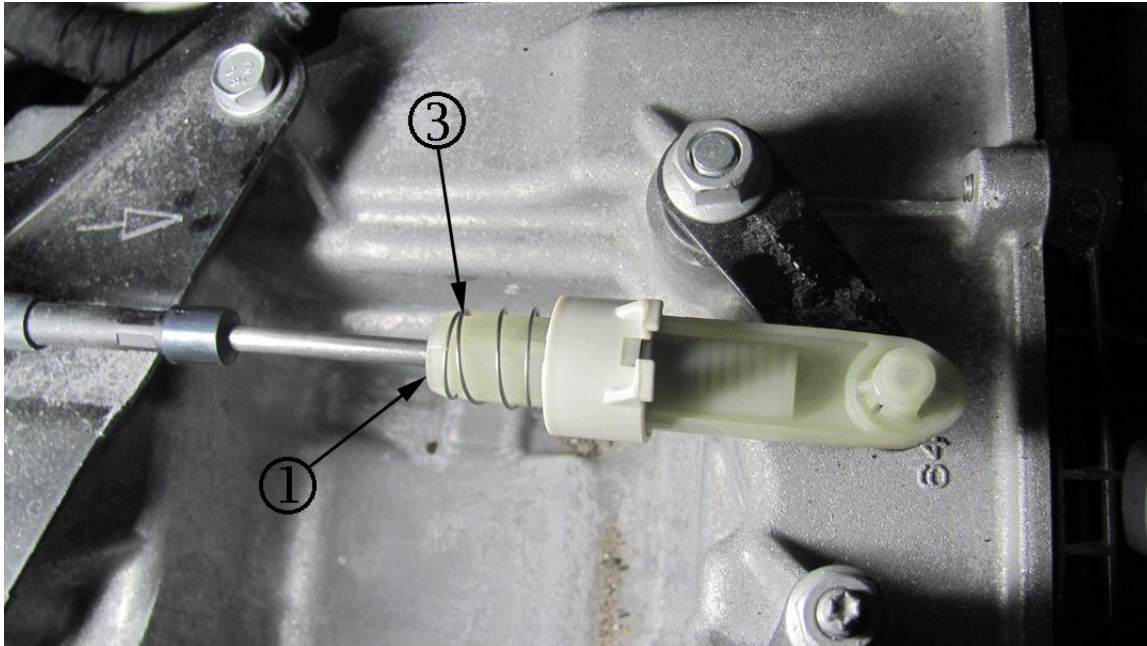


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A first design shift cable adjuster body (1) is black and the lock clip is white (2). Refer to the 'A' portion of the photograph. A second design shift cable adjuster body is white and the lock clip is black. Refer to the 'B' portion of the photograph.

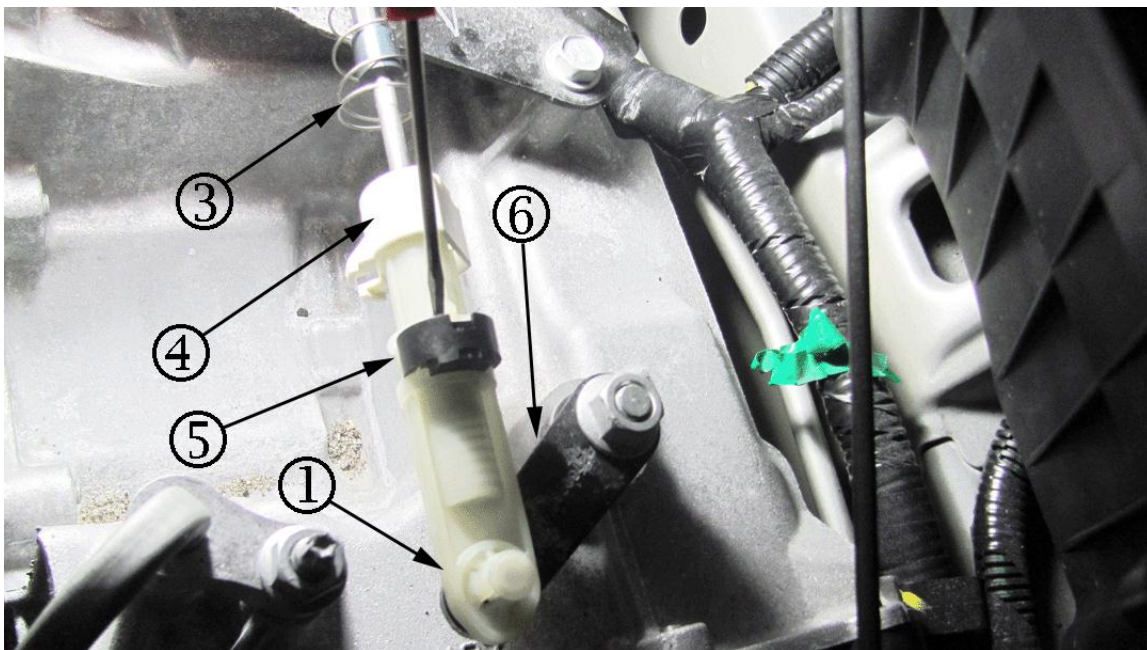
2. Determine what design shift cable adjuster body and lock clip are installed on the vehicle.
  - If the vehicle is equipped with a first design shift cable adjuster body and lock clip (A), no further action is required. A first design shift cable adjuster body is black (1) and the lock clip is white (2).
  - If the vehicle is equipped with a second design shift cable adjuster body and lock clip (B), proceed to step 3. A second design shift cable adjuster body is white (1) and the lock clip is black (2).
3. Ensure the transmission range selector lever is in the PARK position.
4. Ensure the transmission shift lever is in the PARK position.

**Caution:** To avoid damaging the shift cable, perform steps 5-9 in the order presented in this procedure. Do NOT attempt to remove the shift cable adjuster body end from the transmission lever first.



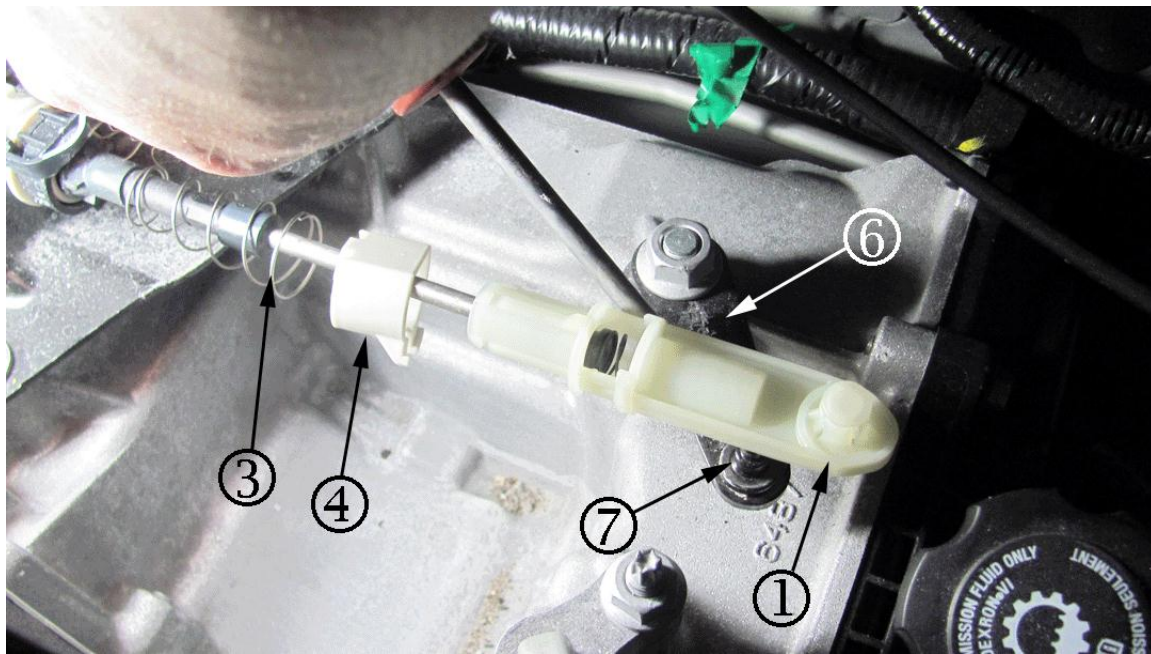
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5. Pull the cover spring (3) off the rear portion of the shift cable adjuster body by inserting a flat blade screw driver between the cover spring (3) and shift cable adjuster body (1).



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6. Slide the cover spring (3) rearward away from the shift cable adjuster body (1).
7. Slide the secondary cover (4) rearward away from the shift cable adjuster body (1) to fully expose the black lock clip (5).
8. Remove the black lock clip (5) from the shift cable adjuster body using a flat blade screw driver.



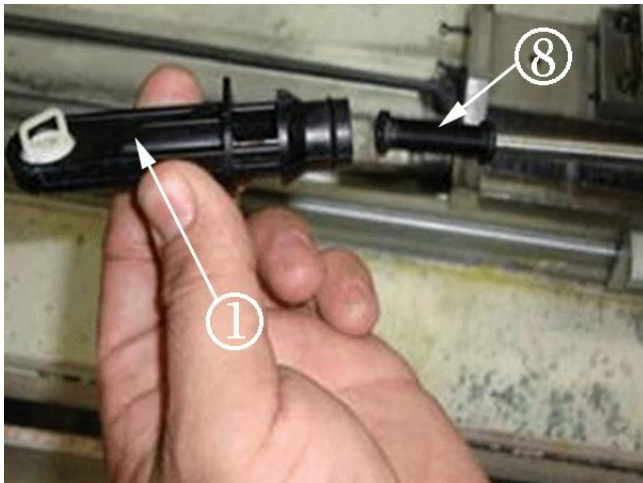
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**Caution:** Do NOT aggressively pry the adjuster body end off (1) of the transmission lever ball stud (7). The end of the adjuster body (1) should only be raised high enough to clear the transmission lever ball stud (7) to avoid damaging the shift cable.

9. Carefully remove the front portion of the shift cable adjuster body (1) from the transmission lever ball stud (7).
10. Remove the adjuster body (1), secondary cover (4) and cover spring (3) from the shift cable.

**Note:** Do NOT reuse the white adjuster body, secondary cover or cover spring. The spring inside the white adjuster body, however, must be transferred to the black adjuster body.

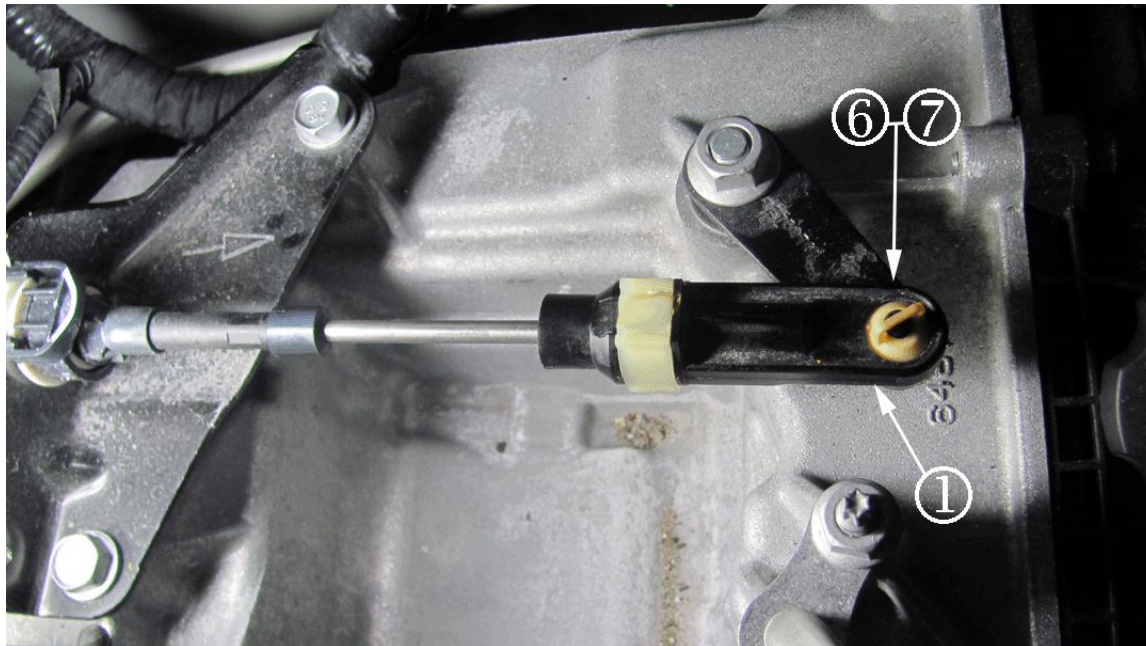
11. Remove the spring inside the white adjuster body and insert it into the new black adjuster body.



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12. Install the black adjuster body and spring (1) over the adjuster slider (8).
13. Install the front end of the black adjuster body (1) onto the transmission shift lever ball stud (6) (7).

14. Install the white lock clip on the black adjuster body by pushing the lock clip down until it produces 2 clicking noises. The top of the white lock clip should be flush with the black adjuster body.



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15. Push, pull and push again on the front end of the black adjuster body to ensure it is attached securely to the lever ball stud. Ensure the white locking clip is fully pushed down. Verify operation of the transmission range selector lever and transmission shift lever arm.

**COURTESY TRANSPORTATION** – For US 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.

Labor Code	Description	Labor Time
9100366	Inspect AT Shift Cable End Fitting	0.2
9100367	Replace AT Shift Cable End Fitting (Includes Inspection)	0.6

**CUSTOMER NOTIFICATION** – For US and Canada

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

### CUSTOMER NOTIFICATION – For Export

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

### DEALER RECALL RESPONSIBILITY – For US and Export (US States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

**This bulletin is notice to you that the new motor vehicles included in this recall may not comply with the standard identified above. Under Title 49, Section 30112 of the United States Code, it is illegal for a dealer to sell a new motor vehicle which the dealer knows does not comply with an applicable Federal Motor Vehicle Safety Standard. As a consequence, if you sell any of these motor vehicles without first performing the recall correction, your facility may be subject to a civil penalty for each such sale.**

### DEALER RECALL RESPONSIBILITY - All

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

Dealers are to service all vehicles subject to this recall 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 dealer 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. Recall 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 recall enters your vehicle inventory, or is in your facility for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.





April 2014

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that certain 2014 model year Buick Enclave, LaCrosse, Regal, Verano; Chevrolet Cruze, Impala, Malibu, Traverse; and GMC Acadia vehicles may not conform to Federal/Canada Motor Vehicle Safety Standard MVSS102 or MVSS114.

As a result, GM is conducting a recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

**IMPORTANT**

- This notice applies to your 2014 model year Buick Enclave, LaCrosse, Regal, Verano; Chevrolet Cruze, Impala, Malibu, Traverse; or GMC Acadia.
- Your vehicle is involved in GM recall 14048.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

**Why is your vehicle being recalled?**

On your vehicle, the transmission shift cable adjuster body could potentially become disengaged from the shift lever preventing the transmission from being shifted mechanically. Additionally, the transmission range selector lever inside your vehicle may not match the PRNDL display in the instrument panel. If the transmission shift cable adjuster body becomes disengaged while driving, upon stopping the vehicle, you may be able to move the transmission range selector lever to the park position and remove the key, but the vehicle's transmission would not actually be in park. If this happens and the parking brake is not set, the vehicle could roll and a vehicle crash could occur, increasing the risk of injury to exiting occupants and bystanders.

**What will we do?**

Your GM dealer will inspect and, if necessary, replace the factory installed transmission shift cable adjuster body and lock clip. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction time of approximately 30 minutes.

If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner Manual and your dealer for details on courtesy transportation.

**What should you do?**

You should contact your GM dealer to arrange a service appointment as soon as possible.

**Until your vehicle is repaired, please use the parking brake when parking.**

**Do you have questions?**

If you have 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)
Buick	1-866-608-8080	1-800-832-8425
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Guam	1-671-648-8450	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 14V092.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jim Moloney  
General Director,  
Customer and Relationship Services

GM Recall Number: 14048