



# Service Bulletin



## SERVICE UPDATE

**SUBJECT:** Service Update for Inventory and Customer Vehicles  
Driver-Side Front and Rear Door Latch Fastener Torque  
Expires with Base Warranty

**MODELS:** 2014 Chevrolet Silverado LD  
2015 Chevrolet Silverado HD  
2015 GMC Sierra HD

This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

### PURPOSE

This bulletin provides a service procedure to remove and reinstall the door latch fasteners on the driver's side front and rear door on **certain** 2014 model year Chevrolet Silverado LD, 2015 model year Chevrolet Silverado HD, and GMC Sierra HD vehicles. These fasteners may have been installed below proper torque specifications, and over time, could allow a reduction in clamp load, resulting in a potential door rattle.

**This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.**

### VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians 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.

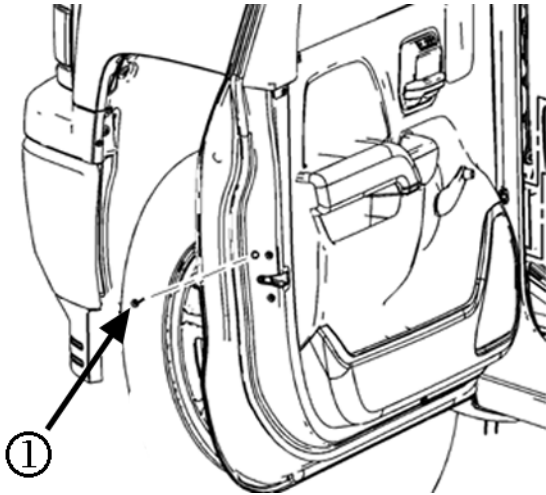
Additionally, a list of involved vehicles currently in dealer inventory is available on the “Service Update Bulletin Information” link under the “Service” tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

## PART INFORMATION

No parts are required.

## SERVICE PROCEDURE

1. Open the driver side front door.



3990003

**Note:** To maintain door latch position, only work on one fastener location at a time.

2. Working one bolt at a time, remove one (1) of the three bolts that retain the door latch.



3990004

3. Apply medium strength blue thread locker P/N 12345382, or equivalent, to the bolt and reinstall to the latch. Tighten the bolt to 9 N·m (80 lb in).
4. Repeat steps #2 and 3 on the remaining two bolt locations.
5. If equipped, complete same repair on the left rear side door.

**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>
9100990	Remove & Reinstall Left Door Latch Fasteners	0.3

**DEALER PROGRAM RESPONSIBILITY**

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.



GM CUSTOMER CARE AND AFTERSALES  
DCS3395  
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 10, 2014

Subject: 14410 – Service Update Bulletin  
Driver-side Front and Rear Door Latch Fastener Torque

Models: 2014 Chevrolet Silverado LD; 2015 Chevrolet Silverado HD and  
GMC Sierra HD

To: All Chevrolet and GMC Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and  
Service Director, Parts Manager, New Vehicle Sales Manager,  
and Warranty Administrator

General Motors is releasing Service Update Bulletin 14410 today. The total number of U.S. vehicles involved is approximately 3,100. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The “Investigate Vehicle History” (IVH) screen will be updated by October 14, 2014. A list of involved vehicles in dealer inventory is attached to this message. Please hold all warranty transactions until the VINs appear in IVH.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES