



Program Bulletin



CUSTOMER SATISFACTION PROGRAM

SUBJECT: HVAC Drain Tube Misalignment

MODELS: 2014 Chevrolet SS
2014 Chevrolet PPV

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THIS PROGRAM IS IN EFFECT UNTIL JULY 31, 2016.
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CONDITION

Certain 2014 model year Chevrolet SS and Caprice PPV vehicles may have a condition in which the HVAC drain tube spigot, at the base of the instrument panel, is incorrectly aligned to the elbow port on the center tunnel. If this condition is present, a leak may occur and vehicle occupants may notice wet floor carpet, most likely beginning in either the left or right front foot wells.

CORRECTION

Dealers are to install a rubber grommet in the drain duct housing.

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. 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.

Important: There is a population of approximately 600 vehicles involved in this service bulletin. Due to the small number of vehicles involved, and a limited availability of initial parts, dealers are encouraged not to order parts for use as shelf stock. Parts should only be ordered when the customer makes an appointment or presents an affected vehicle for service.

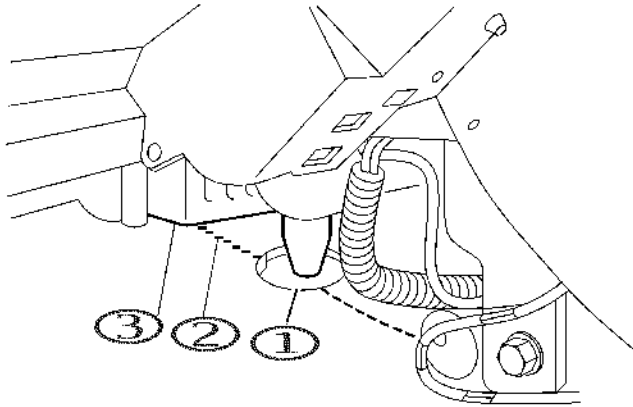
Part Number	Description	Quantity/Vehicle
92279704	Grommet – A/C Evaporator & Blower Module	1

SERVICE PROCEDURE



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1. For vehicles with a dash mounted shifter, remove the nuts holding the foot operated park brake cable and reposition the cable to allow clearance for the repair. This step is not required on floor shift models.
2. Remove the left console extension panel. Refer to Front Floor Console Extension Panel .



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3. From inside the left-hand foot well, grasp the edge of the hole in the front carpet assembly (1) and carefully tear open along the perforated line (2). Fold the carpet away from the HVAC case (3).



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4. Locate the spigot (drain) at the bottom of the HVAC case.



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5. Using a mini ratchet handle and a (shortened) Phillip's head bit as shown, remove the two drain mounting screws. Use a telescoping magnet to capture the screws.

Tip: Screwdriver bits are not standardized for length. Clearance to access the drain mounted Phillips screws is limited. If required (using a grinder) remove some length from the screwdriver bit to gain necessary clearance.

6. Remove the spigot.



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7. Remove and discard the foam seal between the spigot and the lower drain housing.



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8. Lubricate the new service grommet with silicone spray and install the grommet into the lower drain housing. Ensure the lip on the grommet is fully seated on the drain housing (the drain housing is shown out of the vehicle for photographic purposes only, do not remove the housing).
9. Reinstall the spigot, ensure the drain hose from the HVAC housing is securely attached to the spigot. Insert the spigot into the grommet.



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10. Push the spigot all of the way into the grommet and pull the spigot out until the grommet is positioned as shown in the photograph.



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11. Install the outboard screw only, discard the inboard screw, it is not needed.
12. Position the carpet into the original position.
13. Reinstall the left console extension panel.
14. For vehicles with a dash mounted shifter, install the nuts holding the foot operated park brake cable and **Tighten** to 2.5 N.m (22 lb in). This step is not required on floor shift models.

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
9100647	Install Rubber HVAC Drain Grommet in Drain Duct	0.5

CUSTOMER NOTIFICATION

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 June 30th, 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 July 31, 2016, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

June 2014

Dear General Motors Customer:

We have learned that your 2014 model year Chevrolet SS or Caprice PPV may have been built with a condition in which the water collected by the HVAC system may not drain outside the vehicle due to a misaligned drain tube. If this condition is present, a leak may occur and you may notice wet floor carpet, most likely beginning in either the left or right front foot wells.

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Your satisfaction with your Chevrolet SS or Caprice PPV 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 install a rubber grommet in the drain duct housing. This service will be performed for you at **no charge until July 31, 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

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

GM Number:14052

GM CUSTOMER CARE AND AFTERSALES
DCS3199
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 26, 2014

Subject: 14052 - Customer Satisfaction Program
HVAC Drain Tube Grommet

Models: 2014 Chevrolet Caprice PPV
2014 Chevrolet SS

To: All Chevrolet 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 Customer Satisfaction Program 14052 today. The total number of U.S. vehicles involved is approximately 653. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on July 18, 2014.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated June 27, 2014. A list of involved vehicles in dealer inventory is attached to this message.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available July 11, 2014.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES