



Program Bulletin



CUSTOMER SATISFACTION PROGRAM

SUBJECT: Tail Lamp Gasket Seal

MODELS: 2014 Chevrolet Impala

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

With heat and age, the tail lamp gasket on **certain** 2014 model year Chevrolet Impala vehicles may lose the ability to seal. This could allow water to leak into the trunk area.

CORRECTION

Dealers are to replace the tail lamp gaskets and inspect the trunk for water damage or odor.

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, 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 (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
23211647	SEAL, RR BODY STRUCTURE STOP LP (LH)	1
23211648	SEAL, RR BODY STRUCTURE STOP LP (RH)	1
01605396	RETAINER, PUSH-IN	2*

* New push pin retainers are ONLY required if they are damaged when removing interior trunk trim.

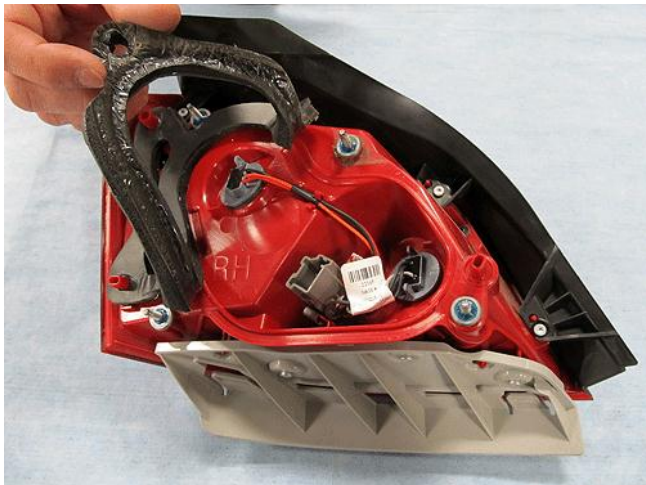
SERVICE PROCEDURE

Note: This field action bulletin provides service information and labor time to replace two rear tail lamp seals. If water damage is present, repair and/or replace damaged interior trunk trim. Submit a claim under warranty for interior trunk trim damaged by water.

1. Open the trunk and inspect interior trunk trim for evidence of water damage. Repair or replace interior trim that has been damaged by water. If required, refer to *Eliminating Unwanted Odors in Vehicles* in SI for information on cleaning the interior trunk trim.
2. Remove the left and right tail lamp assemblies. Refer to *Tail Lamp Replacement - Outboard* in SI.

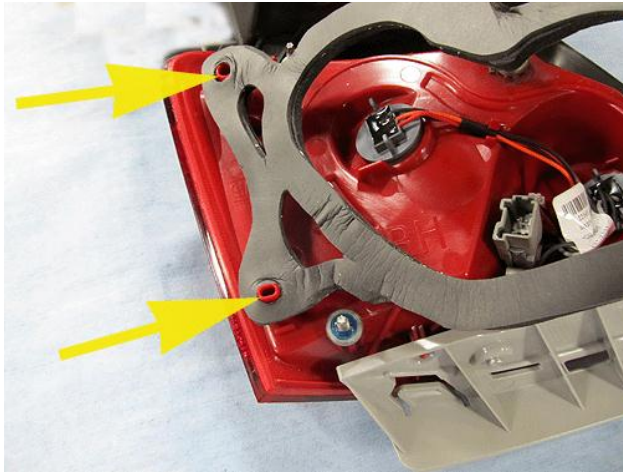
Note: Perform the seal replacement on both tail lamps

3. Place the tail lamp assembly on a soft work area to prevent damage to the outer lens area.



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4. Slowly peel the seal away from the housing, using care to remove the adhesive from the housing. **Tip:** Removing the seal at a 45 degree angle while slightly stretching the rubber will remove most of the adhesive with the seal.



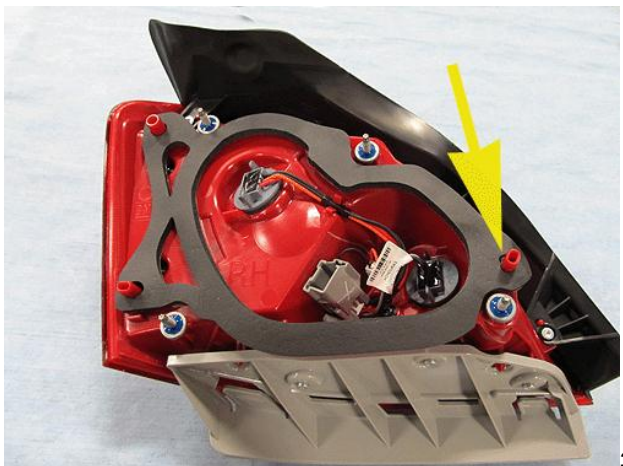
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5. Clean any old adhesive from the tail lamp housing using a general purpose adhesive remover.
6. Start the new seal application by placing the two outer alignment pins through the holes on the seal. Ensure that the adhesive side of the seal is facing the tail lamp.



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- 6.1 Install the seal, ensuring that it is centered on the compression ribs on the tail lamp housing as shown.



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- 6.2 Complete the installation with the inner alignment pin located through the hole in the seal.

7. Reinstall the left and right tail lamp assemblies. Refer to Tail Lamp Replacement - Outboard in SI. Tighten to **4.7 Nm (41 lb-in)**.

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
9100385	Install Left and Right Outer Tail Lamp Seals	1.3

Note: Submit interior trunk damage repairs using normal warranty labor operation codes.

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this program 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 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 May 31, 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 May 31, 2016, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



May 2014

Dear General Motors Customer:

We have learned that, with heat and age, the tail lamp gaskets on your 2014 model year Chevrolet Impala may lose the ability to seal. This could allow water to leak into the trunk area.

Your satisfaction with your Chevrolet Impala 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 tail lamp gaskets and inspect the trunk for water damage or odor. This service will be performed for you at **no charge until May 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
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

Courtesy Transportation: 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.

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 Impala provides you many miles of enjoyable driving.

Jim Moloney
General Director,
Customer and Relationship Services

GM CUSTOMER CARE AND AFTERSALES
DCS3207
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 8, 2014

Subject: 14047 - Customer Satisfaction Program
Tail Lamp Gasket Seal

Models: 2014 Chevrolet Impala

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 14047 today. The total number of U.S. vehicles involved is approximately 2,400. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on May 22, 2014.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated May 9, 2014. A list of involved vehicles in dealer inventory is attached to this message.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available May 15, 2014.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES