



# Service Bulletin



## SERVICE UPDATE

**SUBJECT:** Service Update for Inventory and Customer Vehicles  
Steering Wheel Alignment  
Expires with Base Warranty

**MODELS:** 2014 Chevrolet SS

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 inspect and, if necessary, adjust the steering wheel alignment on **certain** 2014 model year Chevrolet SS vehicles. These vehicles may have been built with the steering wheel alignment off-center to the left between 10 and 12 o'clock. This does not affect steering performance; however, it may cause customer dissatisfaction.

**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. 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

### Inspection

1. Visually inspect and remove front spring chocks, if fitted. Adjust the tire pressure as required.
2. Drive the vehicle; steering left and right in order to settle the suspension. Test drive the vehicle to check if the steering wheel is correctly aligned in the 12 o'clock position when traveling in a straight line. The vehicle should be driven in various locations at various speeds in order to account for camber discrepancy on the road. If only a single straight line is available, the vehicle should be driven in both directions along the same path to normalize the camber on the road.
3. The technician should then make a judgement as to whether the steering wheel angle while driving straight is acceptable and consistent. If a technical aid is required; technicians can use a diagnostic tool to monitor steering wheel angle sensor input. If the angle on an average basis exceeds 3.5° in either direction from center, the wheel alignment settings are **NOT CORRECT**, proceed to Step 4 and adjust front toe and camber settings.

If the vehicle is considered to drive in a straight line whilst the steering wheel is at the "12 o'clock" position, the wheel alignment settings **ARE CORRECT**, no further action is required.

**Note:** These are new production vehicles, it is not necessary to replace the camber adjustment bolts, nuts or washers when performing a front camber correction adjustment. No corrections need to be made to the settings at the rear of the vehicle.

**Note:** It may be necessary to load the 2014 SS alignment specifications into your alignment equipment. Refer to Wheel Alignment Specifications in SI for the latest information.

### Checking Front Wheel Alignment

4. Place the vehicle on an alignment machine.
5. Assess the wheel alignment settings.
6. Adjust the front camber as required, refer to *Front Caster and Camber Adjustment* in SI.
7. Adjust the front toe and set the steering wheel angle, refer to *Wheel Alignment-Steering Wheel Angle and/or Front Toe Adjustment* in SI.
8. Repeat Steps 2 and 3 to verify the steering wheel is aligned.

## 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
9100546	Inspect Steering Wheel Alignment – No Further Action Req'd	0.2
9100547	Inspect & Adjust Steering Wheel Alignment (inc Toe & Camber Correction)	1.1

## 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  
DCS3237  
URGENT - DISTRIBUTE IMMEDIATELY

Date: May, 19 2014

Subject: 14129 – Service Update Bulletin  
Steering Wheel Alignment

Models: 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 Service Update Bulletin 14129 today. The total number of U.S. vehicles involved is approximately 3,500. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The “Investigate Vehicle History” (IVH) screen will be updated May 20, 2014. A list of involved vehicles in dealer inventory is attached to this message.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES