



Service Bulletin



SPECIAL COVERAGE

SUBJECT: Special Coverage Adjustment – Flex Fuel Sensor Malfunction

MODELS: 2013 Buick LaCrosse, Regal
2013 Cadillac ATS, SRX
2013 Chevrolet Caprice, Captiva, Equinox, Impala
2014 Chevrolet Silverado 1500
2013 GMC Terrain
2014 GMC Sierra 1500
Equipped with E85 Flex Fuel Capability (FHS)

Dealers are to refer to the General Motors Service Policies and Procedures Manual, Section 1.4.1.B - Vehicles Outside of a Special Coverage Adjustment, for guidelines on handling vehicles that are not involved in this special coverage but may be displaying the same condition.

CONDITION

On some 2013 model year Buick LaCrosse and Regal; Cadillac ATS and SRX; Chevrolet Caprice, Captiva, Equinox, and Impala; and GMC Terrain vehicles, and 2014 model year Chevrolet Silverado 1500 and GMC Sierra 1500 vehicles, equipped with E85 flex fuel capability (FHS), the flexible fuel sensor may become inoperative during normal operation due to an electrical failure caused by road salt and other environmental contaminants. With a faulty flex fuel sensor, the Service Engine Soon light will illuminate and remote start will be inoperative.

SPECIAL COVERAGE ADJUSTMENT

This special coverage covers the condition described above for a period of 10 years or 150,000 miles (240,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

Dealers are to replace the fuel flex sensor. The repairs will be made at no charge to the customer.

For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after August 29, 2014 are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to August 29, 2014, must be submitted to the Service Contract provider.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Applicable Warranties section 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.

PART INFORMATION

Parts required to complete this special coverage are to be obtained from General Motors Customer Care and Aftersales (GMCC&A).

Part Number	Description	Quantity/Vehicle
13577429	Flexible Fuel Sensor	1

SERVICE PROCEDURE

1. Verify that the flexible fuel sensor requires replacement. Refer to the appropriate diagnostic information in SI.
 - If the flexible fuel sensor does NOT require replacement, no further action is required. Inform the customer that any additional diagnosis and repairs are not covered under this special coverage.
 - If the flexible fuel sensor requires replacement, proceed to the next step.
2. Remove the flexible fuel sensor. Refer to *Flexible Fuel Sensor Replacement* in SI.
3. Install a new flexible fuel sensor. Refer to *Flexible Fuel Sensor Replacement* in SI.

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 ZREG transaction type, unless noted otherwise.

Labor Code	Description	Labor Time
9900037	Diagnostic Time Only – No Repair Required	0.1-0.3
9900038	Flexible Fuel Sensor Replacement	
	- LaCrosse, Regal, SRX, Silverado, Sierra	0.3
	- Caprice, Captiva, Equinox, Impala, Terrain	0.4
	- ATS	2.6
	Add: Diagnostic Time	0.1-0.3

CUSTOMER NOTIFICATION

General Motors will notify customers of this special coverage on their vehicles (see copy of typical customer letter included with this bulletin - actual divisional letter may vary slightly).



September 2014

Dear General Motors Customer:

As the owner of a 2013 model year Buick LaCrosse or Regal; Cadillac ATS or SRX; Chevrolet Caprice, Captiva, Equinox, or Impala; or GMC Terrain, or 2014 model year Chevrolet Silverado 1500 or GMC Sierra 1500 vehicle, equipped with E85 flex fuel capability, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2013 model year Buick LaCrosse and Regal; Cadillac ATS and SRX; Chevrolet Caprice, Captiva, Equinox, and Impala; GMC Terrain; and 2014 model year Chevrolet Silverado 1500 and GMC Sierra 1500 vehicles, equipped with E85 flex fuel capability, may have a condition where the flexible fuel sensor may become inoperative during normal operation due to an electrical failure caused by road salt and other environmental contaminants. With a faulty flex fuel sensor, the Service Engine Soon light will illuminate and remote start will be inoperative.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2013 model year Buick LaCrosse or Regal; Cadillac ATS or SRX; Chevrolet Caprice, Captiva, Equinox, or Impala; or GMC Terrain; or 2014 model year Chevrolet Silverado 1500 or GMC Sierra 1500 vehicle, equipped with E85 flex fuel capability, within 10 years of the date your vehicle was originally placed in service or 150,000 miles (240,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-800-521-7300	1-800-832-8425
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Jim Moloney
General Director,
Customer and Relationship Services

14289

GM CUSTOMER CARE AND AFTERSALES
DCS3327
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 29, 2014

Subject: 14289 – Special Coverage Adjustment
Flex Fuel Sensor Malfunction

Models: 2013 Buick LaCrosse, Regal; Cadillac ATS, SRX; Chevrolet
Caprice, Captiva, Equinox, Impala; GMC Terrain; 2014 Chevrolet
Silverado and GMC Sierra 1500 Equipped with E85 Flex Fuel
Capability (FHS)

To: All GM Dealers

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

General Motors is releasing Special Coverage Adjustment 14289 today. The total number of U.S. vehicles involved is approximately 381,000. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on September 16, 2014.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated August 29, 2014.

Campaign Initiation Detail Report (CIDR)

The CIDR is not available for Special Coverage Adjustments.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES