



# Program Bulletin

## CUSTOMER SATISFACTION PROGRAM

**SUBJECT:** Park Brake Cable Retainer Clip Missing

**MODELS:** 2013-2015 Chevrolet Sonic RS or Sonic Dusk  
Equipped with Four Wheel Disc Brakes (RPO J67)

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

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THIS PROGRAM IS IN EFFECT UNTIL MARCH 31, 2017.  
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### CONDITION

Certain 2013-2015 model year Chevrolet Sonic RS and Sonic Dusk vehicles may have a condition in which the park-brake cable retainer clip may be missing. Without the clip, the cable conduit could move down over time, allowing the boot to become dislodged. A dislodged boot can allow water to intrude into the cable housing, which can cause cable freezing and/or corrosion.

### CORRECTION

Dealers are to inspect for a missing fractured, deformed, or dislodged parking brake cable retaining clip at both rear brake calipers. If the clip(s) are missing dealers should clean the clip retaining groove and install a new clip.

### 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.

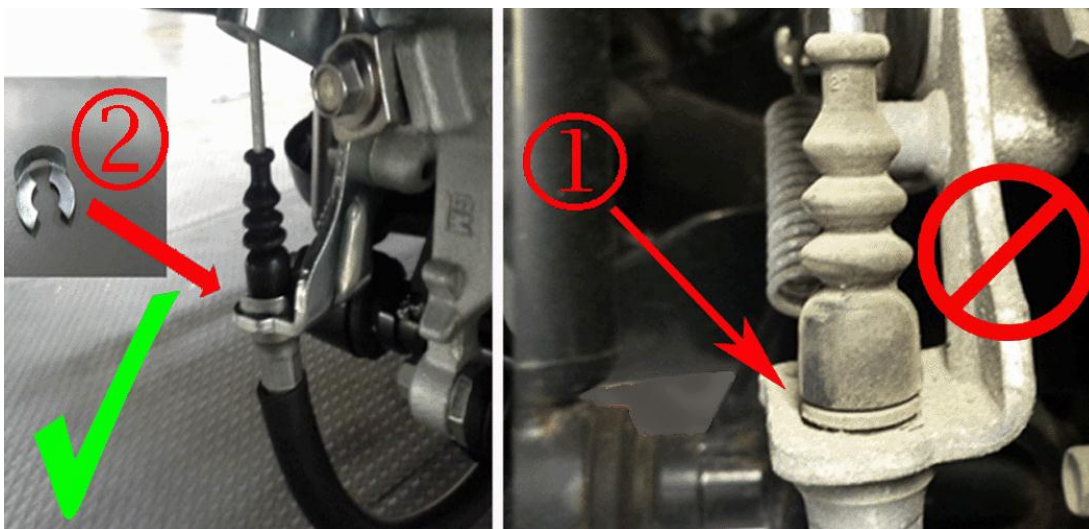
### PART INFORMATION

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
22740119	Retainer, Park Brake RR CBL GDE	As Req'd

### SERVICE PROCEDURE

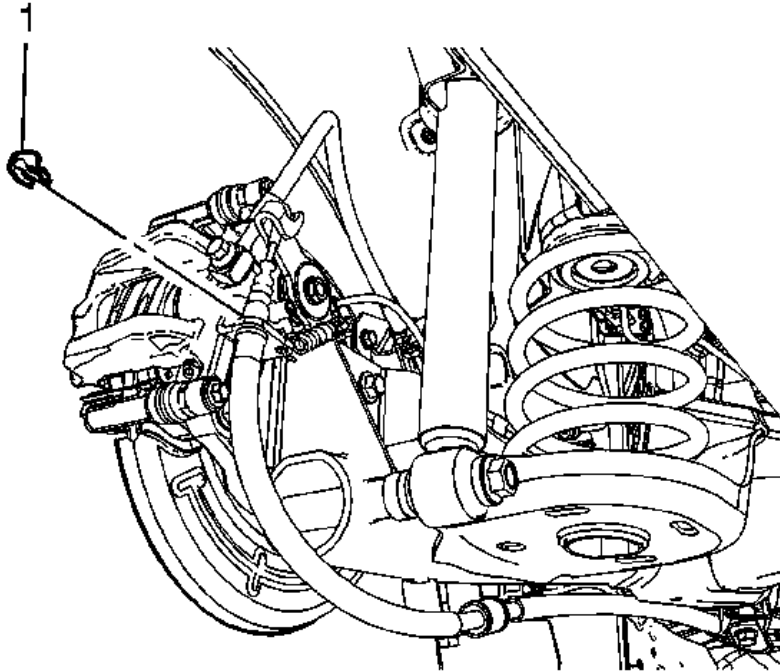
1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



**Retaining clip in place**

**Retaining clip missing**

2. Inspect for a missing, fractured, deformed, or dislodged parking brake cable retaining clip (2) at both rear brake calipers.
  - If both clips are intact, in place, and not damaged, no further action is necessary.
  - If clip(s) are missing or damaged, proceed to step 3.
3. Ensure the parking brake cable is positioned correctly in the bracket, and the groove for the retaining clip is free of dirt.



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4. Install the new retaining clip (1) into the groove of the parking brake cable metal ferrule, push to seat.

**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.

**Note:** *To avoid having to "H" route the customer reimbursement for approval, it must be submitted prior to the repair transaction.*

Labor Code	Description	Labor Time
9101333	Inspect for Missing Parking Brake Cable Retainer(s) ADD: Replace Park Brake Cable Retainer (One or Both)	0.2 0.1

**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 March 31, 2017.

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. 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 March 31, 2017, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



March 2015

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

We have learned that your 2013-2015 model year Chevrolet Sonic may have been built with a condition in which the park-brake cable retainer clip may be missing. Without the clip, the cable conduit could move down over time, allowing the boot to become dislodged. A dislodged boot can allow water to intrude into the cable housing, which can cause cable freezing and/or corrosion.

Your satisfaction with your Chevrolet Sonic 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 <DIV\_DLR> dealer will inspect for a missing fractured, deformed, or dislodged parking brake cable retaining clip at both rear brake calipers. If the clip(s) are missing, dealers will clean the clip retaining groove and install a new clip. This service will be performed for you at **no charge until March 31, 2017**. After that, any applicable warranty will apply.

**What You Should Do:** To limit any possible inconvenience, we recommend that you contact your <DIV\_DLR> 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	
GM Medium Duty Truck	1-800-862-4389	

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 Sonic provides you many miles of enjoyable driving.

Alicia S. Boler-Davis  
Sr. Vice President  
Global Connected Customer Experience

GM CUSTOMER CARE AND AFTERSALES  
DCS3586  
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 12, 2015

Subject: 14733 - Customer Satisfaction Program  
Park Brake Cable Retainer Clip Missing

Models: 2013-2015 Chevrolet Sonic RS or Sonic Dusk  
Equipped with Four Wheel Disc Brakes (RPO J67)

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 14733 today. The total number of U.S. vehicles involved is approximately 6264. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on March 26, 2015.

**Global Connect (GWM)**

The "Investigate Vehicle History" (IVH) screen will be updated March 3, 2015. A list of involved vehicles in dealer inventory is attached to this message.

**Campaign Initiation Detail Report (CIDR)**

The CIDR will be available March 18, 2015.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES