



Bulletin No.: 15466
Date: September 2015

Program Bulletin

CUSTOMER SATISFACTION PROGRAM

SUBJECT: Transmission Fluid Leak at Transmission Cooler Line

MODELS: 2014 Chevrolet Caprice PPV
Equipped with 3.6L V-6 Engine (LFX) and 6-Spd Auto Transmission (MYA)

.....
THIS PROGRAM IS IN EFFECT UNTIL SEPTEMBER 30, 2017.
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CONDITION

Certain 2014 Chevrolet Caprice Police Pursuit Vehicles (PPV) equipped with a 3.6L V-6 (LFX) and 6-Spd Automatic Transmission (MYA) may have a condition in which the transmission oil cooler line may fracture at the connection to the transmission housing. If a fracture occurs, automatic transmission fluid may leak from the fitting. If the leak continues for some time, there may be a noticeable degradation in automatic transmission performance, and an eventual loss of the ability to engage any gear, resulting from low transmission fluid level.

CORRECTION

Dealers are to replace the automatic transmission fluid cooler line.

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. 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 recall 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
92286553	Transmission Cooler Pipe	1
88861037	Dexron VI Automatic Transmission Fluid (1 Quart)	1

SERVICE PROCEDURE

1. Remove Transmission Fluid Cooler Pipe. Refer to *Transmission Fluid Cooler Pipe Replacement* in SI.
2. Install Transmission Fluid Cooler Pipe. Refer to *Transmission Fluid Cooler Pipe 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 ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time
9101762	Transmission Fluid Cooler Pipe Replacement	0.9

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 September 30, 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. 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 September 30, 2017, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



September 2015

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2014 model year Chevrolet Caprice may have been built with a condition in which the transmission oil cooler line may fracture at the connection to the transmission housing. If a fracture occurs, automatic transmission fluid may leak from the fitting. If the leak continues for some time, there may be a noticeable degradation in automatic transmission performance, and an eventual loss of the ability to engage any gear, resulting from low transmission fluid level.

Your satisfaction with your Chevrolet Caprice 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 automatic transmission fluid cooler line. This service will be performed for you at **no charge until September 30, 2017**. 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	

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 Caprice provides you many miles of enjoyable driving.

Terry M. Inch
Executive Director
Global Connected Customer Experience

GM CUSTOMER CARE AND AFTERSALES
DCS3774
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 17, 2015

Subject: 15466 – Resent – Revised Model Years

Models: 2014 Chevrolet Caprice PPV
Equipped with 3.6L V-6 Engine (LFX) and 6-Spd Auto Transmission
(MYA)

To: All General Motors Dealers

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

Bulletin 15466 is being resent, as the 2015 model year Chevrolet Caprice PPV was included in the earlier communication in error. The bulletin should indicate the 2014 model year only. Please discard bulletin 15466 from this morning.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES