



Service Bulletin

PRELIMINARY INFORMATION

Subject: Normal Characteristic - Rear Window Defogger Does Not Clear Upper Region Of Rear Window

Models: 2014 - 2015 Chevrolet Impala

Condition/Concern

Some customers may comment when using the Rear Defogger the upper region of the rear window does not clear.

Please reference the pictures shown below which are examples of normal operation.



Recommendation/Instructions

Important: If you experience the concern described above, no repairs are to be completed.

The upper region of gridlines on the rear window are antenna lines and are not intended to heat when the defogger is activated.

Customer Information

Please communicate to the customer this condition is a normal operating characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle. Please share this information with the customer, including a copy of this message.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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