



# Service Bulletin

*SB-10059119-5981*

## SERVICE UPDATE

**SUBJECT: Service Update for Customer Vehicles  
Goodwill for Repeat Electronic Parking Brake Control Module Reprogram  
Expires April 30, 2016**

**MODELS: 2014 Chevrolet Impala**

**The goodwill offer described in this bulletin should be presented to the involved customer when they pick up their vehicle after having noncompliance recall 14259 performed on the vehicle.**

### PURPOSE

The purpose of this service update is to provide the customer with a goodwill gift to offset owner inconvenience, restore confidence, and maintain loyalty to GM. The vehicles involved in this service update were originally involved in recall 14471. When the vehicle was reprogrammed for recall 14471, the vehicles received an incorrect calibration. The vehicles were recalled again under recall 15100. Approximately one week after launching recall 15100, the software files were erroneously changed from the revised software to the original incorrect software version. Vehicles that were serviced between February 8, 2015, and March 10, 2015, received the original incorrect software. These customers are now being asked to bring their vehicle back for the correct calibration under recall 15259. For their inconvenience, dealers are to offer the customer a selection of one of the available goodwill options listed in this bulletin. Because each customer has unique preferences, please offer both of the options found in this bulletin to the customer and allow them to select the one that best suits their situation.

Please note that this service update applies to vehicles that are in customer hands. If the vehicle is in dealer inventory, this bulletin does not apply.

**The goodwill offer described in this bulletin should be presented to the involved customer when they pick up their vehicle after having noncompliance recall 15259 performed on the vehicle.**

### 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.

GOODWILL OPTIONS

**Note: Involved customers are to choose only ONE of the applicable options below. The SiriusXM option is NOT available in Canada.**

Goodwill Option	Description
GM-Licensed Accessories (up to a sum total of \$150.00)*	Customers can select any GM-Licensed accessories, i.e., all-weather floor mats, clothing, etc., up to a sum total of \$150.00.  <b>Note: This offer has no cash value.</b>
SiriusXM Satellite Radio – One Year Subscription (US Only)**	One year subscription to SiriusXM Satellite Radio. If the customer has a current subscription, the expiration date will be extended one year. <b>(This offer is not valid in Canada)</b>

- \* While the vehicle is being serviced, inform the customer that they may select GM-Licensed accessories, up to a value of \$150.00.
- \*\* Dealers are to contact Customer Assistance Center (CAC) and inform them that they are calling for an SiriusXM Satellite activation under Service Update 15344. Dealers will need to provide the customer name, VIN, radio number, and if available, the customer's email address. Once CAC has all necessary information, they will process the subscription. Inform the customer that activation of a new subscription may not be immediate and may take up to 5 days for activation.

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	Net Item
9101465	GM-Licensed Accessories Selected by Customer	0.1	*
9101466	SiriusXM Satellite Subscription Selected by Customer	0.2	N/A

- \* The amount identified in Net Item should be the total of the GM-Licensed accessories that the customer has selected, not to exceed a sum total \$150.00. Enter the description of the accessories in the "Additional Information" field of the warranty transaction.

DEALER PROGRAM RESPONSIBILITY

Whenever a vehicle subject to this service update is in your facility for service under noncompliance recall 15259 through April 30, 2016, dealers are to offer the customer goodwill as described in this bulletin.

