



Bulletin No.: 14665
Date: July 2015

Program Bulletin

CUSTOMER SATISFACTION PROGRAM

SUBJECT: Brake and Fuel Pipe Bracket Contacting Fuel Feed Pipe

MODELS: 2014 Chevrolet Caprice Police Patrol Vehicle (PPV)
Equipped with 3.6L Engine (RPO LFX)

.....
THIS PROGRAM IS IN EFFECT UNTIL AUGUST 31, 2017.
.....

CONDITION

In certain 2014 model year Chevrolet Caprice police patrol vehicles (PPV) equipped with 3.6L engines (RPO LFX), the bracket retaining the brake and fuel-pipe bundle located at the rear of the engine bay may rotate out of position. If not corrected, this condition could result in contact between the steel bracket and the PVC-coated steel fuel-feed pipe, which could cause abrasive wear to the fuel-feed pipe. After long-term exposure, this condition, in conjunction with possible corrosion, may lead to perforation of the fuel-feed pipe and a potential fuel leak. While GM has no field reports indicating that this condition has caused a fire, the proximity of this contact area to the exhaust manifold may pose a fire risk.

CORRECTION

Dealers are to inspect the orientation of the fuel pipe support bracket and, if required return it to the intended position. If the fuel pipe has sustained damage, dealers will replace it.

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 program are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Please refer to your “involved vehicles listing” before ordering parts. This part will be on Order Writing control initially and all DRO’s (Daily Replenishment Orders) will cancel. Dealers can place orders CSO (Customer Special Order). In emergency situations, a dealer should place a SPAC case and the orders will be processed in the order received.

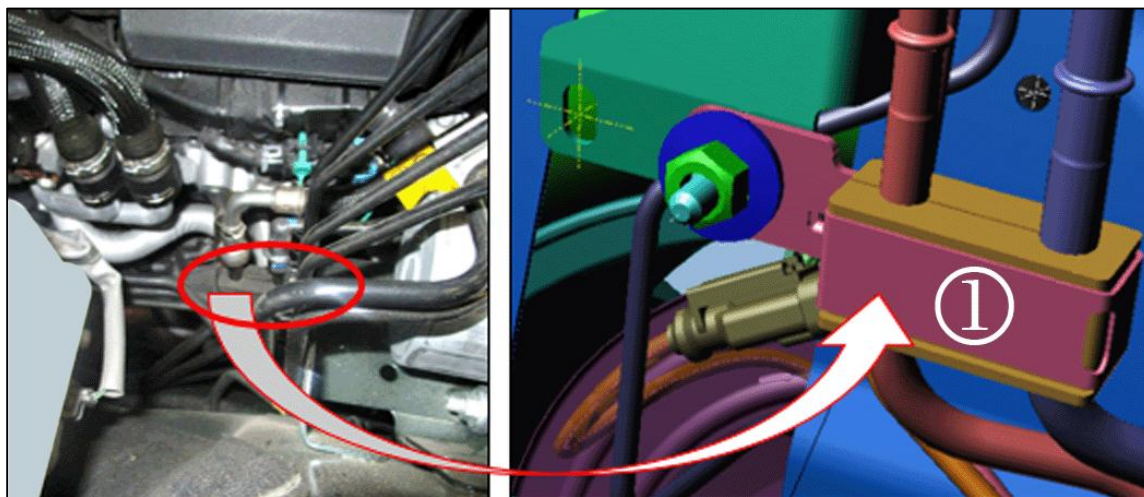
Part Number	Description	Quantity/Vehicle
92267728	Pipe Asm – Bracket and Fuel Feed Frt	1
11517996	Nut – Exhaust Pipe to Catalytic Converter	4
92066863	Seal – Exhaust Pipe to Catalytic Converter	2
92138363	Rivet – Fuel Pipe Bracket to Chassis Rail	2

SERVICE PROCEDURE



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1. Open the hood and locate the brake and fuel line bundle on the passenger side of the engine bay just below the EBCM (Electronic Brake Control Module).

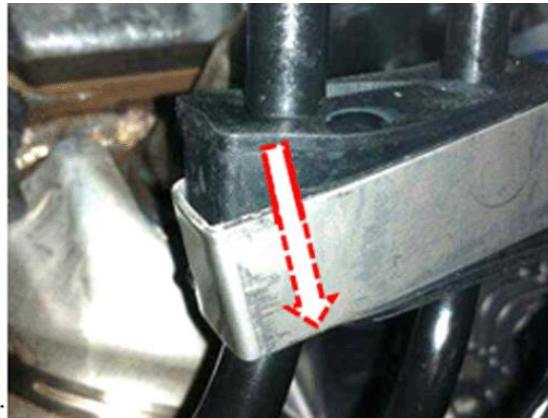


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2. Identify the fuel line mounting bracket (1) located behind and below the EBCM.

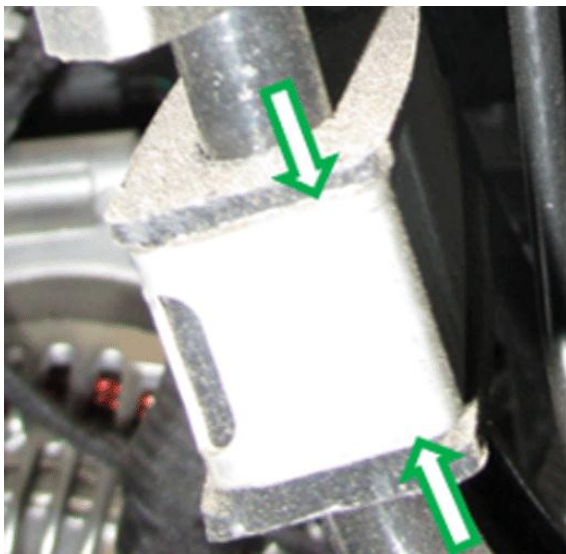


Bracket centered on rubber isolator.

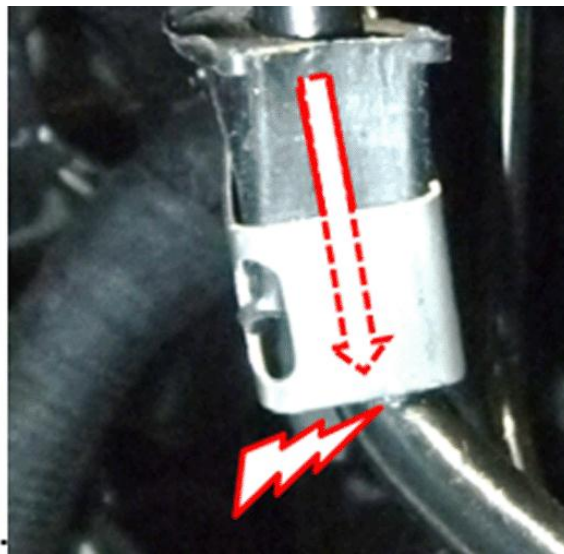


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Bracket out of position.



Bracket centered on rubber isolator.



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Bracket out of position.

3. Inspect the fuel feed line bracket to ensure the alloy metal sleeve is located correctly between the flanges of the rubber isolator.

- If the bracket is located in the **OK** position as shown on the left, no further action is required
- If the bracket alignment is found to be **NOT OK** as shown on the right, unfasten the bracket retaining nut and rotate the bracket to the **correct** position as shown on the left. Retorque the retaining nut to **22 N•m (16 lb-ft)**, and proceed to *Inspecting the Fuel Feed Line for Damage*, in this bulletin.

Inspecting the Fuel Feed Line for Damage



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The fuel feed line consists of a mild steel inner line that is protected with a PVC coating. This coating may be damaged due to contact with the retainer bracket.

- Inspect the steel inner fuel line for any wear marks in the PVC coating where the bracket has contacted the line. There **MUST NOT BE ANY RUB THROUGH CONDITION** exposing the steel line as shown. **If the inner steel line is exposed, the fuel feed line MUST BE REPLACED.**
- If the PVC coating is still intact, and the inner steel line is not visible at the contact area, no further action is required.

Fuel Feed Line Replacement

Refer to *Fuel Line Replacement – Chassis* in SI for safety precautions and torque specifications in order to perform the following procedures.

1. Relieve fuel system pressure.
2. Disconnect the battery. Refer to *Battery Negative Cable Disconnection and Connection (Primary Battery)* in SI.
3. Remove the exhaust system. Refer to *Exhaust System Replacement (V6)* in SI.



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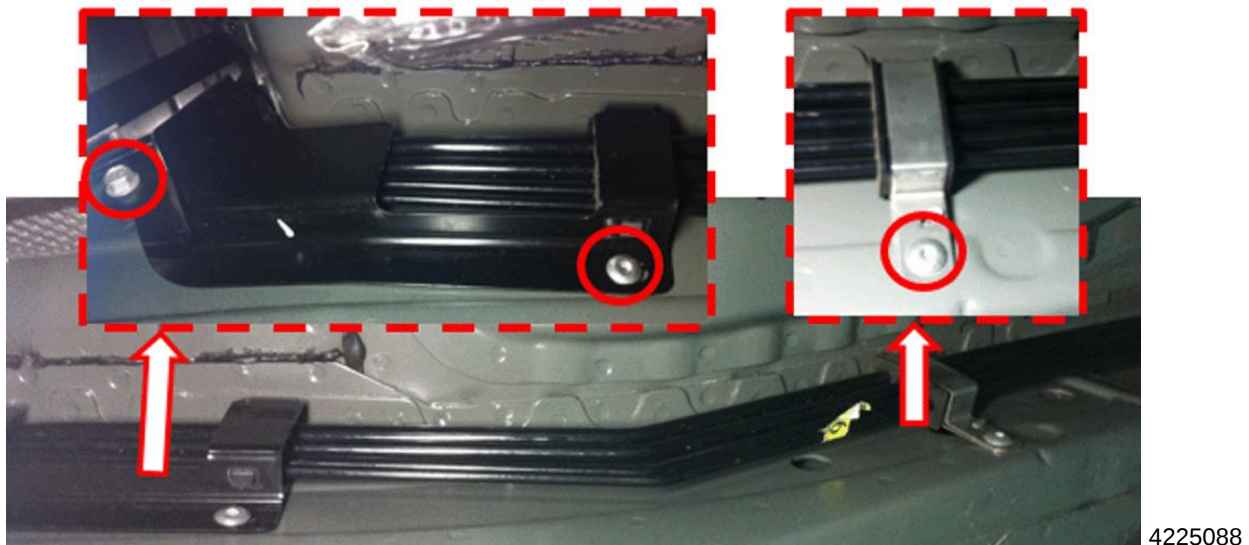
4. Remove right side under floor covers (if fitted) to expose the fuel line bundle.



5. Remove the 3x bolts securing the heat protector as shown.



6. Carefully peel back the aluminum heat shield to expose the fuel line bundle. Take care not to fold or kink the heat shield too far.

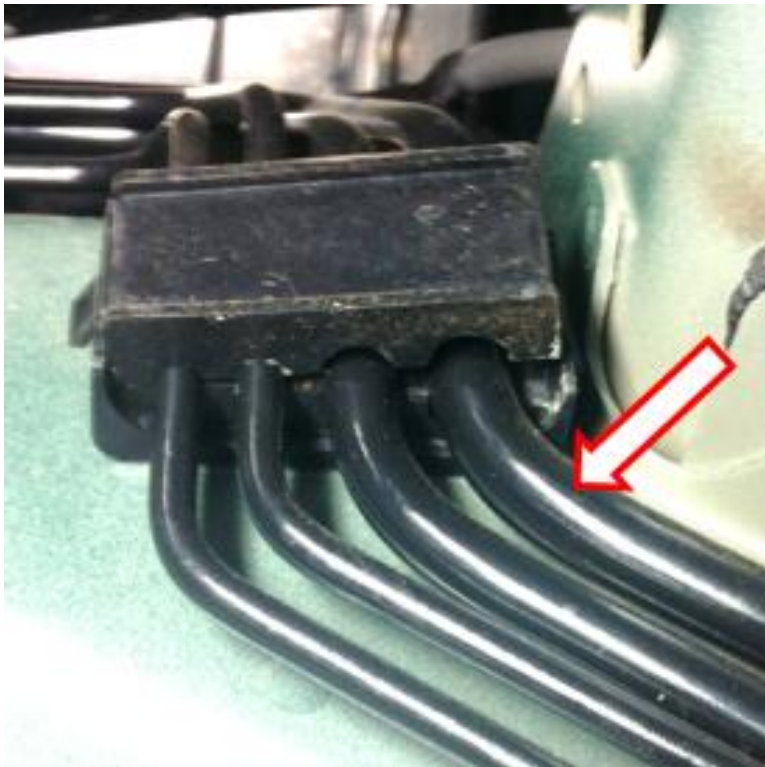


7. Remove and note the location of the 2x retaining brackets securing the fuel line bundle to the chassis rail. 1x bolt and 2x rivets secure the brackets. Use a suitable drill bit or forked tool to remove the head of the rivets.
8. Lower the vehicle.



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9. Remove the fuel line bundle bracket attached to the EBCM bracket (engine bay).
10. Disconnect the engine bay fuel line, and remove from the insulator. Refer to *Fuel Line Replacement – Engine* in SI.
11. Raise the vehicle.



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12. Disconnect the rear fuel line connection. Carefully open up the line bundle brackets and rubber insulator, then remove the fuel feed line.
13. Install the new fuel feed line into rubber insulators then refit into line bundle retaining brackets.

Reassemble in Reverse Order to Above Steps

Note: The following parts are 'one-time use' only and must be discarded after removal. Always refer to Service Information for the latest information.

- Nut (x4) Exhaust pipe to catalytic converters
- Seal (x2) Exhaust pipe to catalytic converters
- Rivet (x2) Fuel line bundle to chassis rail (Must be corrosion resistant rivet)

1. Upon completion, start engine and check fuel system for leakage.
2. Render the removed fuel line unusable by bending/damaging line. Retain replaced parts in accordance with requirements outlined in the Service Policies and Procedures manual.

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
9101599	Inspect and Reposition Fuel Feed Pipe Bracket – No Further Action Required	0.3
9101600	Fuel Pipe Replacement (Includes Inspection)	1.7

CUSTOMER NOTIFICATION

General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

DEALER PROGRAM RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repared 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 August 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. 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 August 31, 2017, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

August 2015

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

Dear General Motors Customer:

We have learned that, in your 2014 model year Chevrolet Caprice police patrol vehicle (PPV), the bracket retaining the brake and fuel-pipe bundle located at the rear of the engine bay may rotate out of position. If not corrected, this condition could result in contact between the steel bracket and the PVC-coated steel fuel-feed pipe, which could cause abrasive wear to the fuel-feed pipe. After long-term exposure, this condition, in conjunction with possible corrosion, may lead to perforation of the fuel-feed pipe and a potential fuel leak. While GM has no field reports indicating that this condition has caused a fire, the proximity of this contact area to the exhaust manifold may pose a fire risk.

Your satisfaction with your vehicle 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 inspect the orientation of the fuel-pipe-support bracket and, if required, return it to the intended position. If the fuel pipe has sustained damage, your dealer will replace it. This service will be performed for you at **no charge until August 31, 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 vehicle provides you many miles of enjoyable driving.

Terry M. Inch
Executive Director
Global Connected Customer Experience

GM CUSTOMER CARE AND AFTERSALES
DCS3723
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 24, 2015

Subject: 14665 - Customer Satisfaction Program
Brake and Fuel Pipe Bracket Contacting Fuel Feed Pipe

Models: 2014 Chevrolet Caprice Police Patrol Vehicle (PPV)
Equipped with 3.6L Engine (RPO LFX)

To: All Chevrolet Dealers

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

General Motors is releasing Customer Satisfaction Program 14665 today. The total number of U.S. vehicles involved is approximately 900. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on August 6, 2015.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated July 24, 2015. A list of involved vehicles in dealer inventory is attached to this message.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available July 24, 2015.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES