



GM Bulletin No.: 14770  
Date: March 2015

# Service Bulletin

## SERVICE UPDATE

**SUBJECT:** Service Update for Inventory and Customer Vehicles  
Seat Wire Harness  
Expires with Base Warranty

**MODELS:** 2014-2015 Chevrolet Impala

This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

### PURPOSE

This bulletin provides a service procedure to inspect and, if necessary, reroute the seat wire harness away from a seat back suspension spring on certain 2014-2015 Chevrolet Impala vehicles. On some of these vehicles, the cut end of the left or right front seat back suspension spring may contact the seat wire harness near the recliner motor. Movement of the suspension spring can cause damage to seat wire harness protective sleeve and wire insulation, which can lead to a short circuit in the seat wire harness.

**This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.**

### 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.

Additionally, a list of involved vehicles currently in dealer inventory is available on the “Service Update Bulletin Information” link under the “Service” tab in GM GlobalConnect (U.S.) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

## PART INFORMATION

**Note:** Use a general purpose tie strap to complete the repair in this bulletin. General purpose tie straps are considered shop material. If a specific performance rated tie strap is required to complete a repair, the tie strap will be listed in the parts section of the bulletin with a GM part number.

## SERVICE PROCEDURE

Use the following steps to inspect, and if necessary repair, the left and right front seat SIR wiring harness routing.

1. Note the position of the front seats. Move both front seats to the full forward/full upright position.
2. Disconnect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.



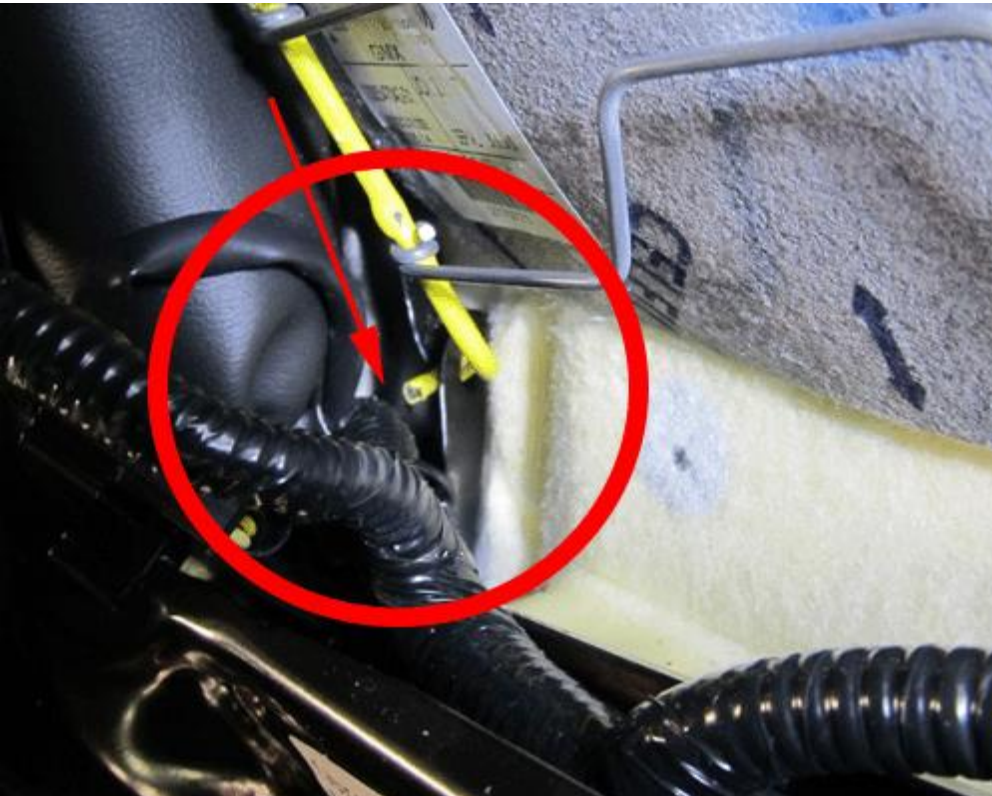
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3. Disengage the left seat back cover lower center and inboard J channel from the seat back frame.



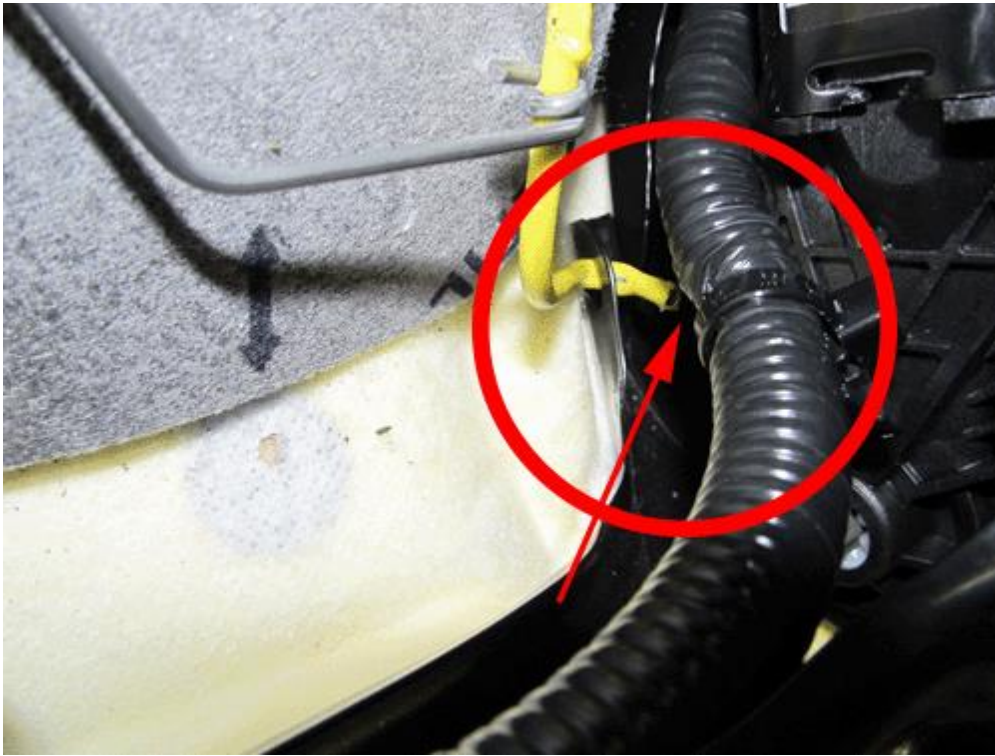
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4. Disconnect the center section of the rear seat cover from the inboard and outboard cover. Raise the center section of the seat cover for inspection.
5. Inspect the wiring harness to seat back cushion pad wire clearance as shown.



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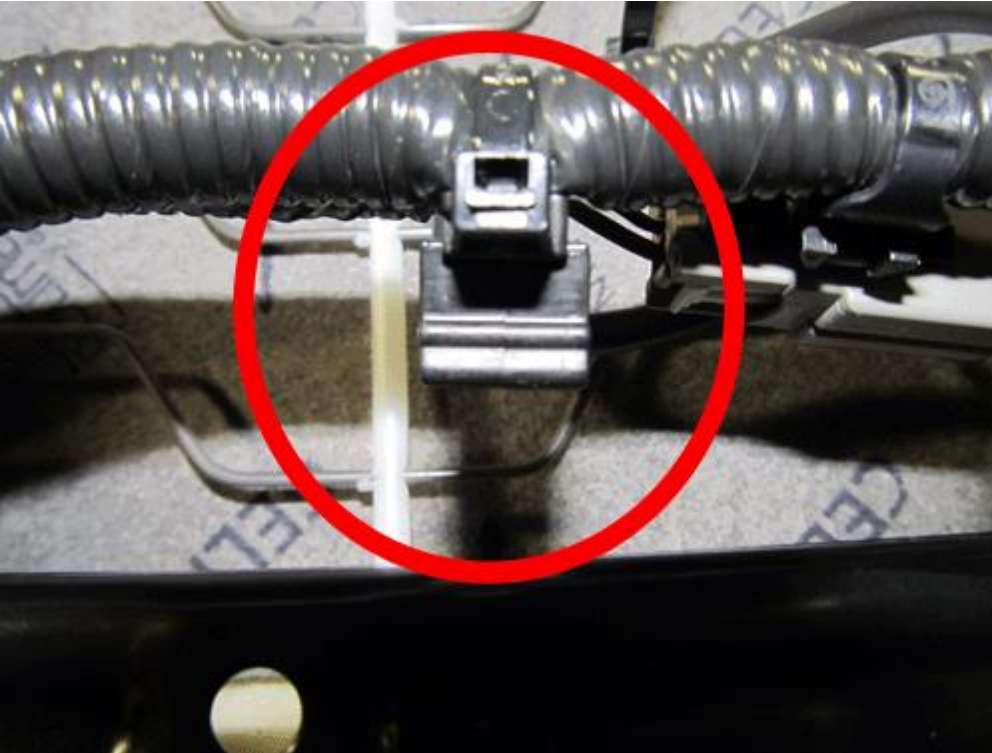
- If the harness is not contacting the cushion pad wire and there is a minimum of 10 mm clearance, proceed to the next step.



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- If the harness is contacting the cushion pad wire or shows evidence of contact, proceed to the **Repositioning and Securing Seat Wiring Harness** section below.
6. Reconnect the center seat cover to side seat cover J-channels. Reconnect the lower seat cover to seat frame J-channels.
  7. Repeat steps 3-6 on the right front seat.
  8. Reconnect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.
  9. Reposition the seats into their original location.

**Repositioning and Securing Seat Wiring Harness.**



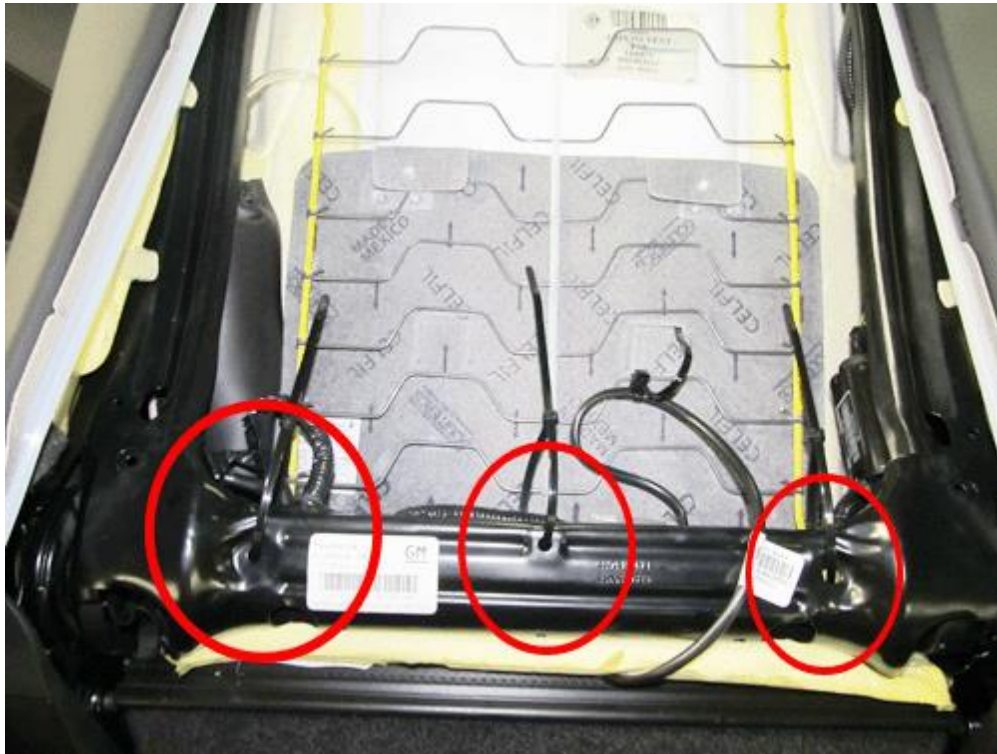
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1. Disengage the 3 biter clips from the seat frame. Cut off the biter clip tie straps.



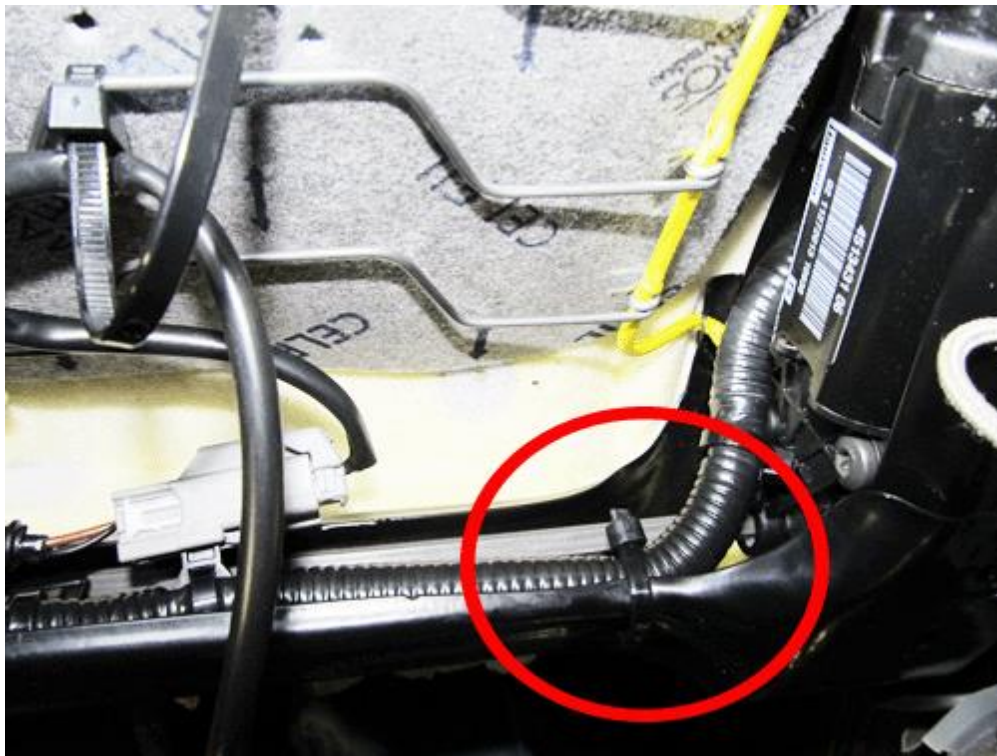
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2. Pull the harness away from the seat back cushion pad wire.



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3. Using the holes in the seat back frame, attach 3 tie straps and secure the harness away from the seat back cushion pad wire as shown.



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**CAUTION:** Ensure the square end of the tie straps are facing the seat back cushion so it does not damage the seat cover.

4. Proceed to step # 6 above for seat reassembly.

**WARRANTY TRANSACTION INFORMATION**

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>
9101407	Inspect Seat Wire Harness Only – No Further Action Required	0.4
9101408	Inspect and Reroute One Seat Wire Harness Add: Reroute Second Seat Wire Harness	0.5 0.1

**DEALER PROGRAM RESPONSIBILITY**

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.



GM CUSTOMER CARE AND AFTERSALES  
DCS3601  
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 25, 2015

Subject: 14770 – Service Update Bulletin  
Seat Wire Harness

Models: 2014-15 Chevrolet Impala

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 Service Update Bulletin 14770 today. The total number of U.S. vehicles involved is approximately 119,000. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The “Investigate Vehicle History” (IVH) screen will be updated March 26, 2015. A list of involved vehicles in dealer inventory is attached to this message.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES