



# Program Bulletin

## CUSTOMER SATISFACTION PROGRAM

**SUBJECT:** Exterior Door Handle Binds or Sticks

**MODELS:** 2015 Chevrolet Impala

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THIS PROGRAM IS IN EFFECT UNTIL FEBRUARY 28, 2017.  
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### CONDITION

Certain 2015 model year Chevrolet Impala vehicles may have side door exterior handles that can bind or stick in the full extended position. The condition is possible for any side door exterior handle. When the handle is stuck in the full extended position, the door will not close or latch.

### CORRECTION

Dealers are to inspect all side door exterior handles and replace the handle bracket on any side door exterior handle exhibiting the condition described above. Dealers are to also apply lubricant to any side door exterior handle not exhibiting the condition described above.

### 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 U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. 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. 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.

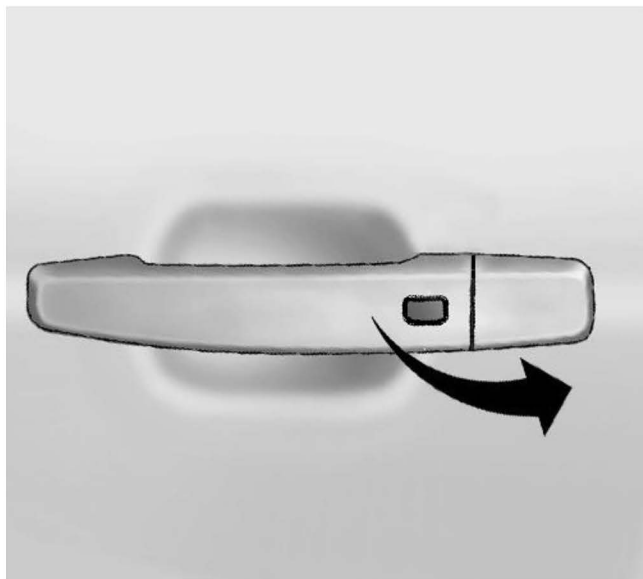
Part Number	Description	Quantity/Vehicle
13506468	Bracket Assembly Rear S/D O/S Handle LH Rear Cable Clip	As Req'd
13506469	Bracket Assembly Rear S/D O/S Handle RH Rear Cable Clip	As Req'd
13506470	Bracket Assembly Front S/D O/S Handle LH Front/Bottom Cable Clip	As Req'd
13506471	Bracket Assembly Front S/D O/S Handle RH Front/Bottom Cable Clip	As Req'd
12371287-US 10953437-CA	AC Delco Super Lube Lubricant (3 Oz Tube) (Will Service 30 Vehicles - No Substitutions Allowed)	1 (Submit in Net Item)

## SERVICE PROCEDURE

### Service Procedure Overview

Inspect all front and rear outside door handles for binding or sticking. Replace door handle bracket (mounted inside door) if door handle is binding or sticking. All door handles must be lubricated whether or not binding or sticking is identified and the door handle bracket is replaced. Use only the AC Delco Super Lube Lubricant identified above. Substitutions are not allowed.

1. Lock doors prior to start of inspection.

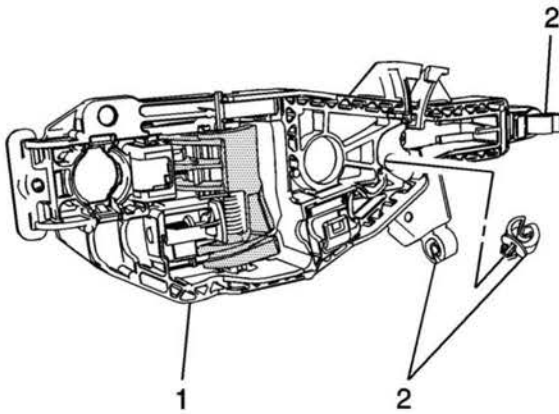


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Direction of pull for door handle inspection.

2. Grasp door handle towards the rearmost edge. Quickly pull the door handle outward and at a rearward angle to check for binding or sticking. Binding or sticking may occur at the maximum travel of the handle.

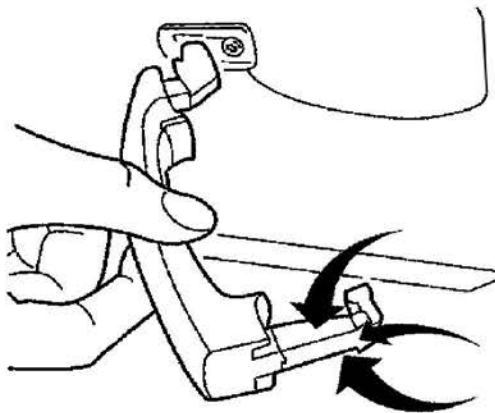
- 2.1 Repeat five (5) times.
- 2.2 If no problem found, proceed to next handle.
- 2.3 If no problem found on all handles, proceed to Step 4.
- 2.4 If any handle binds or sticks, proceed to Step 3.



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Door outside handle bracket (1) shown with clips (2), mounted inside door.

3. Replace door handle bracket on binding or sticking handle. Refer to *Front Side Door Outside Handle Bracket Replacement* in SI. For replacement of rear door handle bracket, refer to *Rear Side Door Outside Handle Bracket Replacement* in SI.



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Lubrication points (arrows) on door handle unpainted black tower leg.  
(Exploded view shown for detail, disassembly not required.)

**NOTE:** A small amount of lubricant should be applied to the black tower leg of the handle. Use only the AC Delco Super Lube Lubricant identified in the Parts Information section. Substitutions are not allowed.

4. Using a Q-tip or suitable applicator, lubricate all door handles, passive or non-passive entry. Thoroughly apply lubricant on top, bottom and rearmost side of the tower leg.

5. Cycle handle five (5) times. Move handle throughout the range of travel, applying light pressure towards front and rear during cycling to work lubricant into the mechanism.

### COURTESY TRANSPORTATION – For U.S. 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.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Net Item</b>
9101234	Inspect All Side Door Exterior Handles - Replacement Not Required (Includes Application of Lubricant)	0.3	*
9101235	Replace Side Door Exterior Handle Bracket (Includes Application of Lubricant)**		
	- One Front Door Handle	1.1	*
	Add: Second Front Door Handle	1.0	
	- One Rear Door Handle	0.7	*
	Add: Second Rear Door Handle	0.6	

\* The amount identified in "Net Item" should represent the actual sum total of the current GMCCA dealer net price for the AC Delco Super Lube Lubricant needed to perform the required repairs, not to exceed \$0.26 USD and \$0.26 CAD, plus applicable Mark-Up or Landed Cost (for Export).

\*\* Labor times are for replacement of each door handle bracket, as required.

### CUSTOMER NOTIFICATION – For U.S. 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 February 28, 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 February 28, 2017, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



February 2015

Dear General Motors Customer:

We have learned that your 2015 model year Chevrolet Impala may have side door exterior handles that can bind or stick in the full extended position. The condition is possible for any side door exterior handle. When the handle is stuck in the full extended position, the door will not close or latch.

Your satisfaction with your 2015 model year Chevrolet Impala 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 all side door exterior handles and replace the handle bracket on any side door exterior handle exhibiting the condition described above. Your dealer will also apply lubricant to any side door exterior handle not exhibiting the condition described above. This service will be performed for you at **no charge until February 28, 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 2015 model year Chevrolet Impala provides you many miles of enjoyable driving.

Alicia S. Boler-Davis  
Sr. Vice President  
Global Connected Customer Experience

GM CUSTOMER CARE AND AFTERSALES  
DCS3520  
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 2, 2015

Subject: 14732 - Customer Satisfaction Program  
Exterior Door Handle Binds or Sticks

Models: 2015 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 Customer Satisfaction Program 14732 today. The total number of U.S. vehicles involved is approximately 22,000. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on February 16, 2015.

**Global Connect (GWM)**

The "Investigate Vehicle History" (IVH) screen will be updated February 4, 2015. A list of involved vehicles in dealer inventory is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

**Campaign Initiation Detail Report (CIDR)**

The CIDR will be available February 5, 2015.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES