

Customer Satisfaction Program

26180 Incorrect Value Indicated for Trunk Release Fuse



Reference Number: N15202618

Release Date: December 2016
Revision: 01

Revision Description: This bulletin is being revised to update the Part Table and step 5 of the Service Procedure. Please discard all previous copies of bulletin 26180.

Attention: This program is in effect until December 31, 2018.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Impala	2016	2016	AB5	Remote Trunk Release
				LFR	Engine, 3.6L DOHC V6
				LFX	

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Certain 2016 model year Chevrolet Impala vehicles, equipped with a remote trunk release (RPO AB5), may have an incorrect fuse value specified for fuse F66 (Trunk Release) on the Engine Compartment Fuse Block cover.
Correction	Inspect, and if necessary, replace the fuse and/or fuse block cover.

Parts

Quantity	Part Name	Part No.
1 (If Req'd)	Fuse-Mini 5 Amp	88864840
1 (If Req'd)	Cover- Fr/Cmpt Fuse Blk (Use With Engine Compartment Fuse Block Number 23217014)	84228012
1 (If Req'd)	Cover- Fr/Cmpt Fuse Blk (Use With Engine Compartment Fuse Block Number 23299787)	23505328

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102728	Inspect Front Compartment Fuse Block - No Further Action Required	0.2	ZFAT	N/A
9102729	Replace Fuse and/or Fuse Block Cover (Includes Inspection)	0.2		

Service Procedure

1. Remove the front compartment fuse block cover.

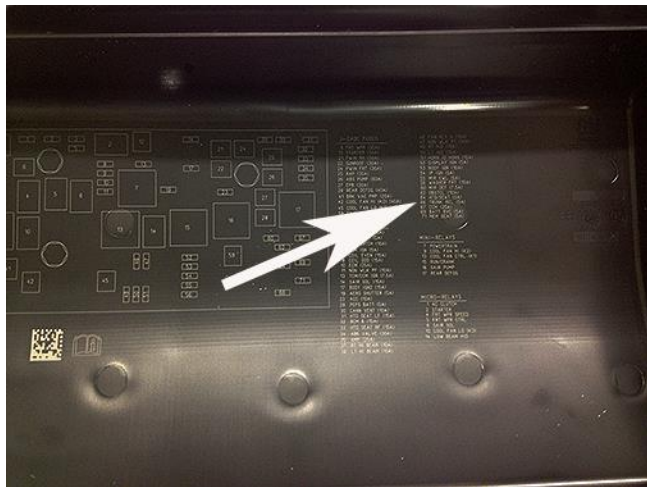


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2. Verify that the fuse value for the fuse in location F66 (Trunk Release) is 5 Amp. If the fuse value is not correct, replace the fuse with the proper fuse.

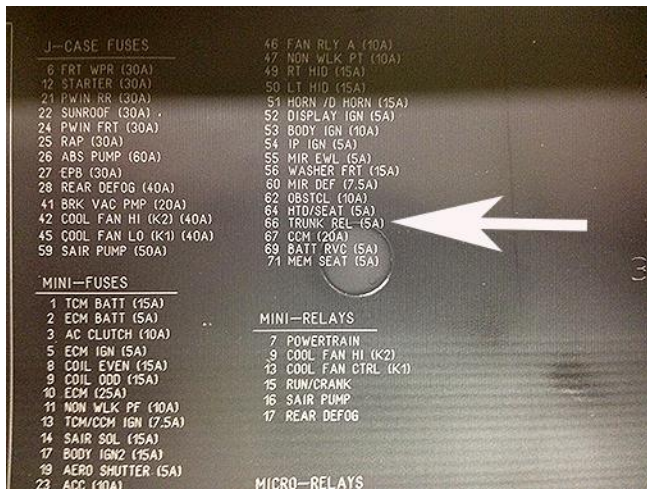
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- Inspect the front compartment fuse block cover. Verify that the fuse value for location F66 (Trunk Release) is 5 Amp.



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- If the value is correct (5 Amp), no further action is required.
- If the value is not correct (10 Amp), replace the fuse block cover as follows:



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- Locate the engine compartment fuse block part number, located on the front edge of the assembly (1).
- Record the part number.
- Install the correct replacement cover using the information in the part table above.

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Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through December 31, 2018. 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 December 31, 2018, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles 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. 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.

Customer Notification

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

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.

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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**

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December 2016

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

Dear General Motors Customer:

We have learned that your 2016 model year Chevrolet Impala, equipped with a remote trunk release, may have an incorrect fuse value specified for fuse F66 (Trunk Release) on the engine compartment fuse block cover.

Your satisfaction with your 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, and if necessary, replace the fuse and/or fuse block cover. This service will be performed for you at **no charge until December 31, 2018**. 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.

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
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 Impala provides you many miles of enjoyable driving.

Terry M. Inch
Executive Director
Global Connected Customer Experience

26180

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4287
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 7, 2016

Subject: 26180-01 – Customer Satisfaction Program
Incorrect Value Indicated for Trunk Release Fuse
Revised Parts and Service Procedure sections, and reduced the
population.

Models: 2016 Chevrolet Impala
Equipped with Remote Trunk Release (RPO AB5) and 3.6L Engine
(RPO LFR or LFX)

To: All General Motors Dealers

This bulletin is being revised to update the Part Table and step 5 of the Service Procedure. Additionally, the total number of U.S. vehicles involved is reduced to approximately 24,916. Please discard all previous copies of bulletin 26180.

Customer Letter Mailing

The customer letter mailing date has changed. Mailing will begin on December 23, 2016.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system was updated December 6, 2016. A list of involved vehicles in dealer new inventory is attached to this message.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS