



# Service Bulletin

## SERVICE UPDATE

**SUBJECT:** Service Update for Inventory and Customer Vehicles  
Rear View Mirror Bracket Detachment from Windshield  
Expires with Base Warranty

**MODELS:** 2014 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/or replace the windshield glass assembly on **certain** 2014 model year Chevrolet Impala vehicles. These vehicles may have poor adhesion between the support bracket and windshield that may cause the bracket and mirror assembly to detach from the inside of the windshield, causing lack of rear-view visibility.

**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 can be found in GlobalConnect, under Departments, Service, Field Action Inventory Reports (US) 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**

Parts required to complete this service update 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.

**Note:** Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which windshield to order.

**PART INFORMATION**

Part Number	Description	Quantity/Vehicle
22847085	Windshield	1
22847086	Windshield	1
Obtain Locally*	Urethane Adhesive Kit (Must meet GM specification GMW-15672)	If Req'd

\*Obtain Urethane Adhesive Kit or equivalent locally.

**SERVICE PROCEDURE**



4295183



4295185

1. Remove the inside rearview mirror. Refer to *Inside Rearview Mirror Replacement* in SI.



4295186



4295188



4295190

2. Using an adjustable crow foot or equivalent and torque wrench, apply 15 Nm (11ft lbs.) of torque to the inside rearview mirror bracket.
  - If the inside rearview mirror bracket dislodges from the windshield glass, replace the windshield. Refer to *Windshield Replacement* in SI.
  - If the inside rearview mirror bracket holds, continue to step 3.
3. Install the inside rearview mirror. Refer to *Inside Rearview Mirror Replacement* in SI.

**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>
9101874	Inspect Inside Rearview Mirror Bracket	0.2	N/A
9101875	Windshield Replacement	2.5	*

- \* The amount identified in "Net Item" should represent the actual sum total of the cost of the urethane adhesive needed to perform the required repairs, not to exceed \$60.00 USD, \$85.00 CAD per vehicle.

**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.

