



Service Bulletin

File in Section: 00 - General Information

Bulletin No.: 13-00-89-011

Date: November, 2013

INFORMATION

Subject: Warranty Procedure for GM Dealer or Kerr Approved Warranty Center

Models: 2006-2013 Chevrolet Impala Equipped with RPO 9C1 or 9C3 – Police Car
2014 Chevrolet Impala Limited Equipped with RPO 9C1 or 9C3 – Police Car
2007-2014 Chevrolet Tahoe Equipped with RPO PPV and 5W4 – Police Conversion
2011-2014 Chevrolet Caprice PPV with RPO 9C1 or 9C3

In the event of a warrantable issue with a non SEO option supplied and installed by Kerr Industries on an eligible Chevrolet Impala, Tahoe or Caprice, the following procedure should be followed:

1. Call 1-800-585-1774 and ask for "Warranty Claims" or send email to info@kerrindustries.com.
2. Please have the following information:

Note: Even if you are unsure if Kerr installed the option in question, please call with the VIN information and we can quickly verify if the option was installed by Kerr.

- Model
 - VIN (last 8)
 - Mileage of vehicle
3. Please provide a brief description of the fault.
 4. If the defect is covered under warranty, a five digit claim code will be issued.
 5. In some cases you will be asked to undertake certain diagnostic tests to help determine the root cause of the fault. If this is required, an allowable diagnostic time will be provided.
 6. Once the root cause of the problem is determined, a repair time will be provided to repair the fault.
 7. If required, replacement parts will be sent to your location by Kerr and a delivery date for the parts will be provided. Before the replacement parts are shipped to you, Kerr will instruct you if the

defective parts are required to be returned to Kerr. If so, a UPS call tag will be provided for return shipping of the defective part.

Note: There will not be a charge for the replacement parts, however in cases where the defective part is required to be returned, the replacement part will be accompanied by an invoice from Kerr. The invoice allows us to track the part through our system and will be credited to your account once the repair is complete and the defective part has been returned to Kerr.

Failure to return the defective part when requested by Kerr will result in a charge to you for that part.

8. Once the repair is complete and the defective part returned (if required), the work order/invoice with amount, VIN and mileage for your repair can be sent to Kerr via e-mail at info@kerrindustries.com or fax at 905-725-3302 to the attention of "Warranty Claims."
9. Payment for the repair will be made within ten days of receipt of the completed work order/invoice. All authorized repairs undertaken by you will be paid at the prevailing GM warranty rate at the time of the repair at the allowed repair and diagnostic times.

Note: Unauthorized repairs will not be paid.

Below is a list of SEO options that are covered under the GM warranty provisions. All other installed options should follow the procedure outlined in this bulletin. Additional information can also be found at www.gmfleet.com.

SEO Option Code/Description	Tahoe	Impala	Caprice PPV
UN9 - Suppression Radio Equipment	X	—	—
UT7 - Auxiliary Electrical System Ground	X	X	—
6J7 - Flasher System Headlamps and Taillamps	X	X	X
6J3 - Wiring for Grille Lamps and Siren Speaker	X	X	X
6J4 - Wiring for Horn/Siren and In-line Connection	X	X	X
WX7 - Wiring for Customer Connection to Front Door and Windshield Pillar Speakers	X	X	—
7X7 - Spotlamps Left and Right hand	X	X	X
7X6 - Spotlamp Left Hand	X	X	X

SEO Option Code/Description	Tahoe	Impala	Caprice PPV
7X9 - Spotlamp Provision Left and Right Hand	—	X	X
7X8 - Spotlamp Provision Left Hand	—	X	X
6N6 - Rear Door Locks Inoperative	X	X	X
6N5 - Rear Window Switches Inoperative	X	X	X
6B2 - Rear Door Handles Inoperative	X	X	—
6C7 - Lamp Red and White Front Auxiliary Dome	—	X	X
6B7 - Hole in Roof On Center Line	—	X	X
6J5 - Hole in Roof On Passenger Side	—	X	X
T53 - Lamps Alternate Flashing Red and Blue Trunk Lid Warning LED	—	X	X
SGT - Speed Limiter	—	—	X
6C8 - Wiring Coaxial Radio Antenna Cable	—	X	—
6F5 - Wiring Roof	—	X	—

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



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