



Service Bulletin

SPECIAL COVERAGE

SUBJECT: Special Coverage Adjustment – Inadequate Clearance of Fuel Fill Pipe Clamp to Brake Lines

MODELS: 2011-2014 Chevrolet Express
2011-2014 GMC Savana
Equipped with Hinged Left Side Rear Door (RPO E26)

CONDITION

On some 2011-2014 Chevrolet Express and GMC Savana vehicles, equipped with a hinged left side rear door (E26), inadequate clearance may result in abrasion to one or both rear brake lines. This could cause brake fluid loss resulting in decreased brake line pressure, increased brake pedal travel and increased stopping distance. Alerts announcing this potential condition are: a sudden increase in brake pedal travel; illumination of “BRAKES” light and StabiliTrak symbol; display of “Service Brake,” “Service StabiliTrak,” and “Service Traction Control” messages in the Driver Information Center (DIC); and/or chimes will be heard.

SPECIAL COVERAGE ADJUSTMENT

This special coverage covers the condition described above for a period of 10 years or 250,000 miles (400,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

Dealers are to replace rear brake lines with pre-formed lines based on vehicle content. The repairs will be made at no charge to the customer.

For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after March 23, 2015 are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to March 23, 2015 must be submitted to the Service Contract provider.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Applicable Warranties section 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.

PART INFORMATION

Parts required to complete this special coverage are to be obtained from General Motors Customer Care and Aftersales (GMCCA).

Important: Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock.

Model Year	Body Style	Part Number	Description	Quantity/ Vehicle
-	-	19299818 USA 19299819 CAN	FLUID, BRAKE (DOT 3)	2
2011	2500 & 3500 Series	23315368*	PIPE ASM – RR BRK INTER	1
2012-2014	2500 & 3500 Series	23315369*	PIPE ASM – RR BRK INTER	1
2011-2014	1500 Series	23315370*	PIPE ASM – RR BRK INTER	1

* These parts will be on order review and all DROs (Daily Replenishment Orders) will cancel. Parts marked with an asterisk in the table should be ordered by creating a SPAC case. SPAC orders will be processed in the order received. Please note these parts are used on a limited number of vehicles and parts will be on a quantity limiter.

SERVICE PROCEDURE

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
2. Remove the left rear tire and wheel from the vehicle. Refer to *Tire and Wheel Removal and Installation* in SI.

Note: The brake line connection point at the rear of the vehicle is at the rear jounce hose and crossover pipe mounting bracket. The brake line connection point at the front of the vehicle is at the brake pressure modulator valve.

3. Ensure a pan or equivalent is placed on the floor over the leak path of the brake line connection points at the front and rear of the vehicle.



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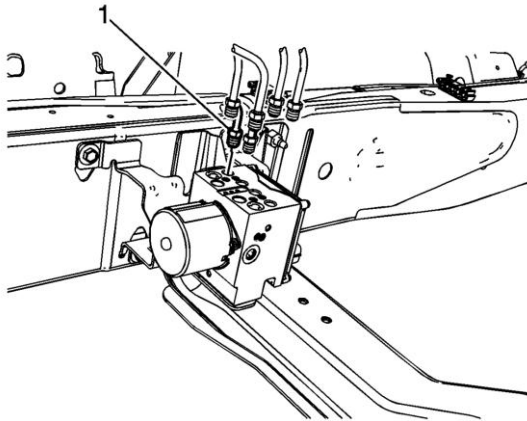
4. Disconnect the brake lines from the rear jounce hose and crossover pipe mounting bracket.
5. Loosen rear jounce hose and crossover pipe mounting bracket bolt.



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Note: Mark the location of the brake line mounting clip holes on the frame with a white marker to aid in the re-attachment of the brake line mounting clips.

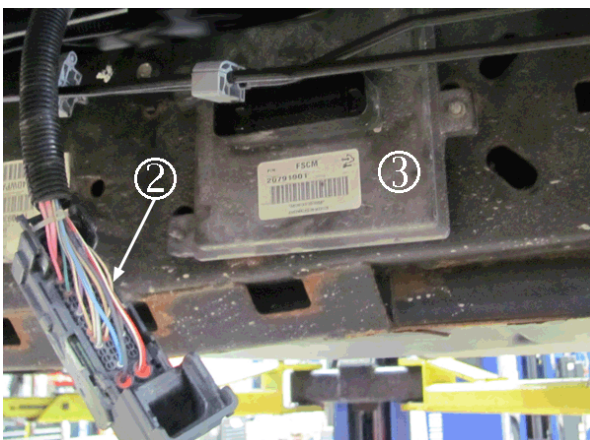
6. Disconnect the brake lines from the brake line mounting clips on the frame.



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Caution: Remove all dirt and debris from the brake pressure modulator valve (BPMV) before loosening or removing any of the brake lines (1).

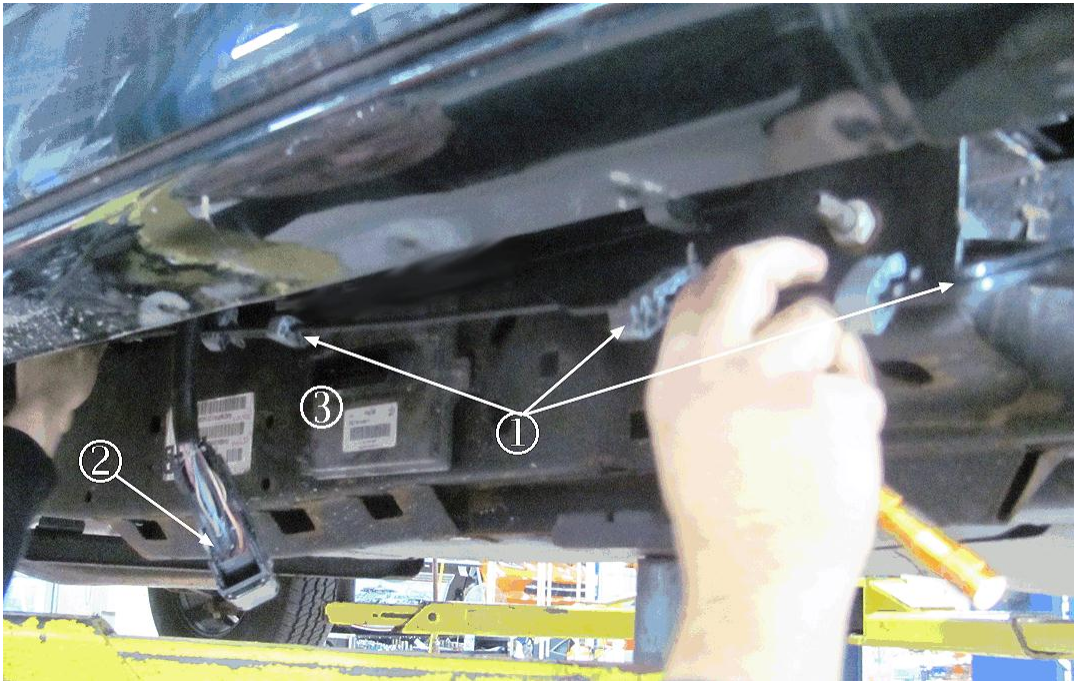
7. Disconnect the brake lines (1) from the brake pressure modulator valve.



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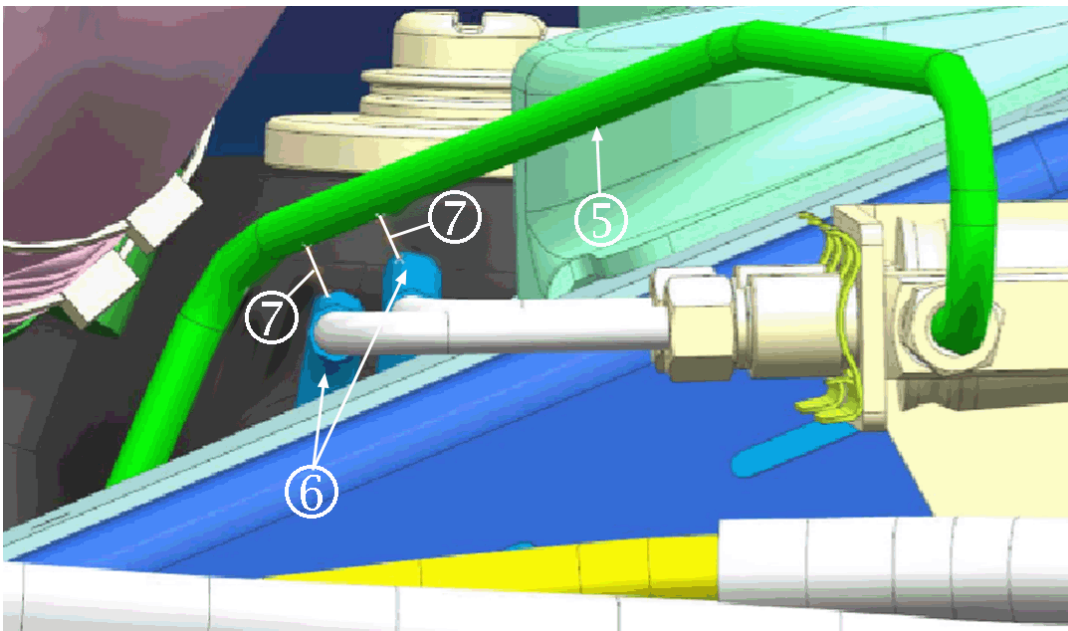
8. Disconnect the chassis wiring harness electrical connector (2) from the fuel pump flow control module (3).

9. Carefully remove the brake lines from the vehicle.



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New Brake Line Installation



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Rear Brake Line Clearance

Caution: To avoid bending or damaging the new brake lines, ensure the following precautions are observed:

- Carefully insert the new brake lines forward of the fuel pump control module. Refer to New Brake Line Installation photograph.
- Do NOT force the fitting ends of the new brake lines onto the brake pressure modulator valve or rear jounce hose and crossover pipe mounting bracket.
- Ensure the new left rear brake lines (6) do NOT get caught on to the right rear brake lines (5) during installation. Refer to Rear Brake Line photograph.

- If required, manually separate the new left rear lines (6) from the right rear brake line (5) and make sure that the new left brake lines (6) latch onto the frame and not the right rear brake line (5). Refer to Rear Brake Line photograph.
- Ensure there is clearance between the right rear brake line and the new left rear brake lines. Verify that a least 9 mm (0.35 in) of clearance (7) between the new left rear lines (6) and the right rear brake line (5). Refer to Rear Brake Line photograph.

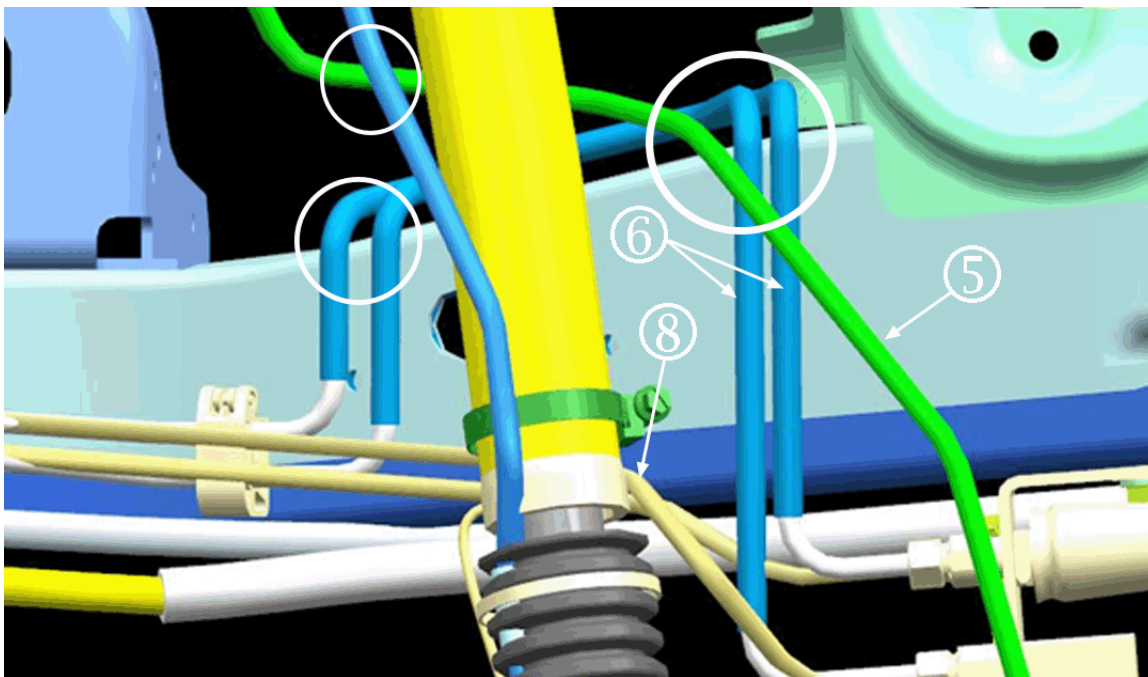
10. Install the new brake lines.

10.1 Insert the new brake lines (1) forward of the fuel pump flow control module (3).

10.2 Follow the production intent brake line routing along the frame.

10.3 Position the front brake line fittings to the brake pressure modulator valve. Do NOT install the front brake line fittings to the brake pressure modulator valve.

10.4 Inspect the routing of the brake lines in the left rear wheel opening. Ensure the brake lines are NOT in contact with the fuel filler pipe, filler pipe clamp, frame, and rear axle.



The illustration shows the brake line routing on the inboard side of the frame near the left wheel opening. Inspect the new brake lines (6) for frame contact in the areas that are circled in the illustration. Also ensure the right rear brake line (5) is NOT contacting the new brake line (5) in the circled areas of the illustration as well. The old brake line routing (8) is shown to display the differences between the two brake line designs.

- 10.5 Inspect the brake line routing on the inboard side of the frame near the rear left wheel opening. The brake lines should NOT contact the frame and should NOT have a stressed or tight fitment over the frame.
- 10.6 Install the brake line mounting clips in the production positions.
- 10.7 Ensure the brake lines are secured by the mounting clips in the production routing positions.
- 10.8 Tighten the rear jounce hose and crossover pipe mounting bracket bolt.

10.9 Clean the underside of the vehicle. Remove brake fluid and dirt from the outside of the brake pressure modulator and rear jounce hose and crossover pipe mounting bracket using a shop towel.

Caution: Hand-tighten the brake line fittings onto the rear jounce hose and crossover pipe mounting bracket fittings BEFORE tightening the fittings to the specified torque to avoid damaging the brake line fittings, rear jounce hose or crossover pipe mounting bracket.

10.10 Carefully install the brake line fittings onto the rear jounce hose and crossover pipe mounting bracket fittings. Tighten the fittings to **25 Nm (18 lb ft)**.

10.11 Connect chassis wiring harness electrical connector to the fuel pump flow control module.

Caution: To avoid part damage, ensure the bottom brake line (1) is installed on the outboard side of the brake pressure modulator valve. The bottom line has a tag (2) attached to it. Hand-tighten the brake line fittings onto the brake pressure modulator valve BEFORE tightening the fittings to the specified torque.

10.12 Carefully install the brake line fittings onto the brake pressure modulator valve. Tighten the fittings to **25 Nm (18 lb ft)**.

11. Bleed the hydraulic brake system. Refer to *Hydraulic Brake System Bleeding* in SI.

12. Install the left rear tire and wheel. Refer to *Tire and Wheel Removal and Installation* in SI.

13. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

CUSTOMER REIMBURSEMENT - For US

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer by March 31, 2016, unless otherwise specified by state law. If this is not convenient for the customer, they may mail the completed Customer Reimbursement Request Form and all required documents to the GM Customer Assistance Center. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 250,000 miles, whichever occurs first.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

When a customer requests reimbursement, they must provide the following:

- A completed Customer Reimbursement Request Form. This form is mailed to the customer or can be obtained through GM GlobalConnect.
- The name and address of the person who paid for the repair.
- Paid receipt confirming the amount of the repair expense, a description of the repair, and the person or entity performing the repair.

IMPORTANT: GM requires dealers to approve or deny a reimbursement request within 30 days of receipt. If a reimbursement request is approved, the dealer should immediately issue a check to the customer and submit an appropriate warranty transaction for the incurred expense. If a reimbursement request is denied, the dealer MUST provide the customer with a clear and concise explanation, in writing, as to why the request was denied. The bottom portion of the Customer Reimbursement Request Form may be used for this purpose. If the denial was due to missing documents, the customer can resubmit the request when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Warranty transactions for customer reimbursement of previously paid repairs are to be submitted as required by GM Global Warranty Management. Additional information can also be found in Warranty Administration Bulletin 11-00-89-004.

CUSTOMER REIMBURSEMENT - For Canada and Export

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by March 31, 2016. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 400,000 kilometers, whichever occurs first.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

COURTESY TRANSPORTATION – For US 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 ZREG transaction type, unless noted otherwise.

Note: To avoid having to "H" route the customer reimbursement transaction for approval, it must be submitted prior to the repair transaction.

Note: For reimbursements on vehicles covered under warranty, refer to the Policies and Procedures Manual.

For Use With Vehicles <u>Still Covered</u> Under Applicable New Vehicle Limited Warranties			
Labor Code	Description	Labor Time	Net Item
2480128	Replace Brake Lines (includes bleeding the hydraulic brake system)	2.5	N/A

For Use With Vehicles <u>No Longer Covered</u> Under Applicable New Vehicle Limited Warranties			
Labor Code	Description	Labor Time	Net Item
9900129	Replace Brake Lines (includes bleeding the hydraulic brake system)	2.5	N/A
9900130	Customer Reimbursement Approved	0.2	*
9900131	Customer Reimbursement Denied - For US dealers only	0.1	N/A

*The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.

CUSTOMER NOTIFICATION

General Motors will notify customers of this special coverage on their vehicles (see copy of typical customer letter included with this bulletin - actual divisional letter may vary slightly).



March 2015

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

Dear General Motors Customer:

As the owner of a 2011-2014 Chevrolet Express or GMC Savana vehicle equipped with a hinged left side rear door, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2011-2014 Chevrolet Express or GMC Savana vehicles equipped with hinged left side rear door, may have a condition where inadequate clearance may result in abrasion to one or both rear brake lines. This could cause brake fluid loss resulting in decreased brake line pressure, increased brake pedal travel and increased stopping distance. Alerts announcing this potential condition are: a sudden increase in brake pedal travel; illumination of "BRAKES" light and Stabilitrak symbol; display of "Service Brake," "Service Stabilitrak," and "Service Traction Control" messages in the Driver Information Center (DIC); and/or chimes will be heard.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2011-2014 Chevrolet Express or 2011-2014 GMC Savana within 10 years of the date your vehicle was originally placed in service or 250,000 miles (400,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: If you have paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by March 31, 2016, unless state law specifies a longer reimbursement period.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
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 are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

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

Enclosure

GM Program Number: 14301

GM CUSTOMER CARE AND AFTERSALES
DCS3589
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 23, 2015

Subject: 14301– Special Coverage Adjustment
Inadequate Clearance of Fuel Fill Pipe Clamp to Brake Lines

Models: 2011-2014 Chevrolet Express
2011-2014 GMC Savana
Equipped with Hinged Left Side Rear Door (RPO E26)

To: All Chevrolet and GMC Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New Vehicle Sales Manager,
Used Vehicle Sales Manager and Warranty Administrator

General Motors is releasing Special Coverage Adjustment 14301 today. The total number of U.S. vehicles involved is approximately 8,955. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on March 30, 2015.

Global Connect (GWM)

The “Investigate Vehicle History” (IVH) screen will be updated March 23, 2015.

Campaign Initiation Detail Report (CIDR)

The CIDR is not available for Special Coverage Adjustments.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES