

# Special Coverage Adjustment

## 14519 PRNDL Display



Reference Number: N140519  
GWM Number: 2014519

Release Date: September 2016  
Revision: 00

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Cobalt	2009	2010		
Pontiac	G5	2009	2010		

Involved vehicles are identified on the Applicable Warranties section 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.

<b>Condition</b>	On some 2009-2010 model year Chevrolet Cobalt and 2009-2010 model year Pontiac G5 vehicles, the mechanical flag used by the automatic transmission shift assembly to display the selected gear may break off from the flag carrier. If a vehicle has this condition, the transmission shift assembly's PRNDL display may improperly indicate the wrong gear or that no gear has been selected.
<b>Special Coverage Adjustment</b>	This special coverage covers the condition described above for a period of 10 years or 120,000 miles (193,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.  For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after September 1, 2016, 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 September 1, 2016, must be submitted to the Service Contract provider.
<b>Correction</b>	Dealers are to install the service PRNDL indicator kit. The repairs will be made at no charge to the customer.

### Parts

Quantity	Part Name	Part No.
1	Bezel Kit - Automatic Transmission Control Indicator	23420830
1 (If Required)	Bulb	09436789

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900354	Install Automatic Transmission Control Indicator Bezel Kit	0.4	ZREG	N/A
9900355	Customer Reimbursement Approved	0.2	ZREG	*
9900356	Customer Reimbursement Denied – For USA dealers only	0.1	ZREG	N/A

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

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### Service Procedure



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Use the following steps to install the service PRNDL indicator kit. This kit includes a new shift control bezel, indicator tab and lamp housing.

**NOTE:** Some photos in the following repair steps are taken with the shifter out of the vehicle for clarification. It is not necessary to remove the shifter from the vehicle to perform the kit installation.

1. Remove the transmission control lever knob. Refer to *Transmission Control Lever Knob Replacement* in SI.
2. Remove the console front trim plate. Refer to *Console Front Trim Plate Replacement* in SI.

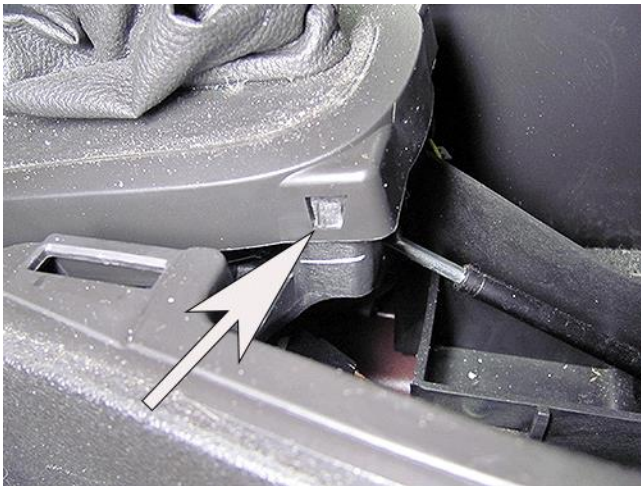


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3. Using a small flat blade screwdriver, release the four trim bezel tabs.



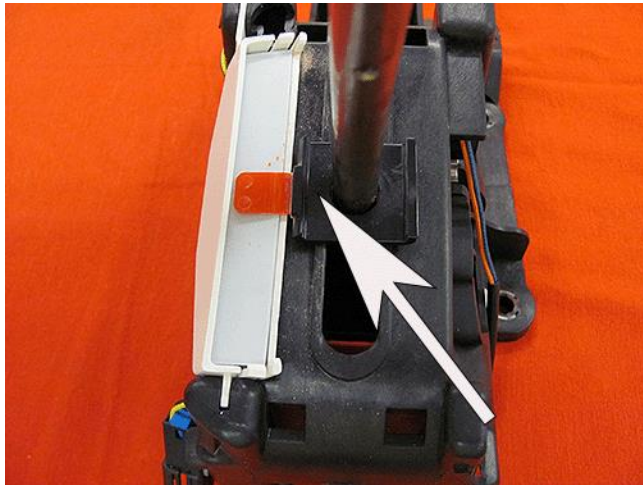
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4. Remove the shifter boot (fabric) from the trim bezel. Discard the old bezel.



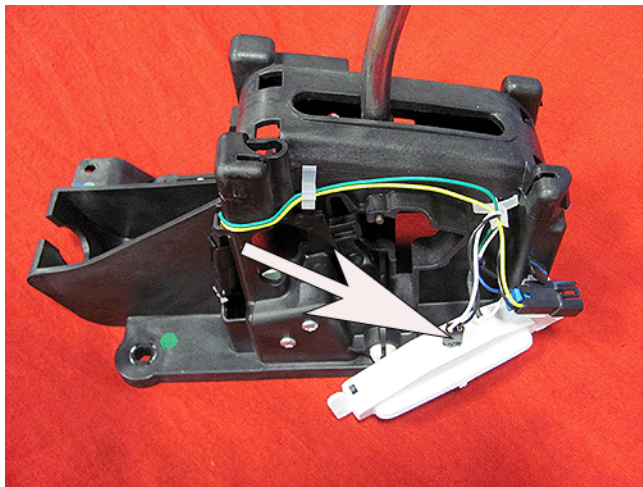
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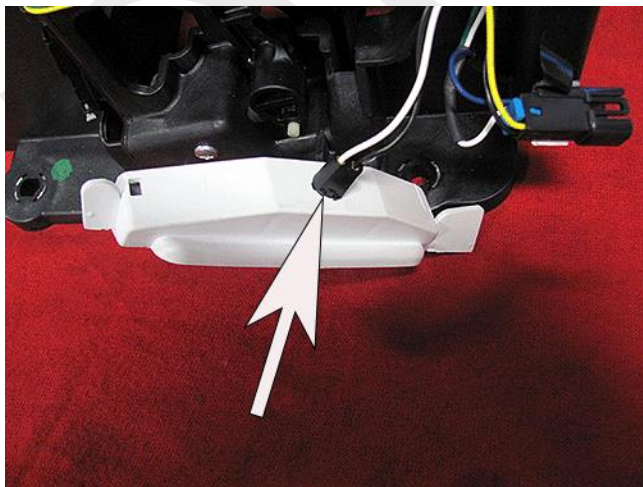
5. Remove the indicator tab from the shift lever, discard the indicator tab.



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6. Remove the indicator bulb and socket from the indicator lamp housing. Discard the lamp housing.

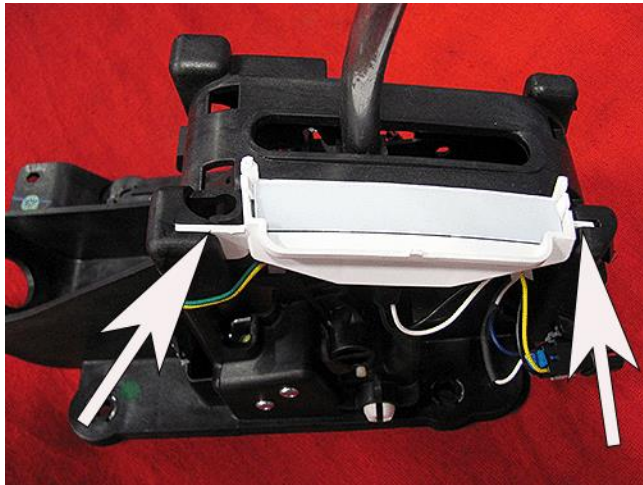
**NOTE:** Inspect the indicator lamp (bulb) and replace if necessary.



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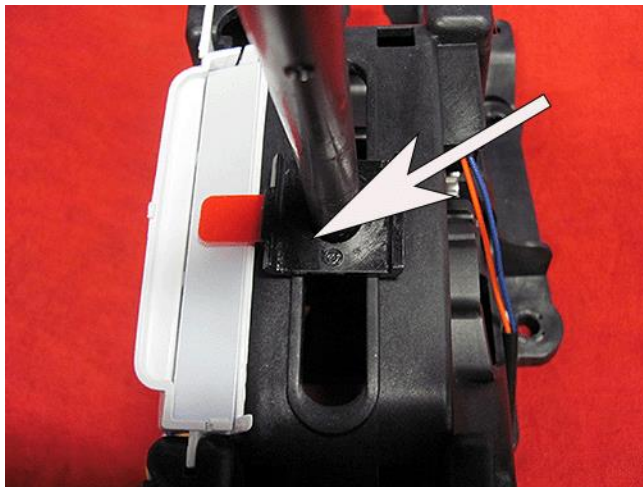
7. Install the indicator lamp and socket into the new indicator lamp housing.

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8. Install the new lamp housing onto the shifter assembly.



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9. Install the new indicator tab onto the shifter with the guide legs up, insure it is aligned with the lens of the indicator lamp housing.

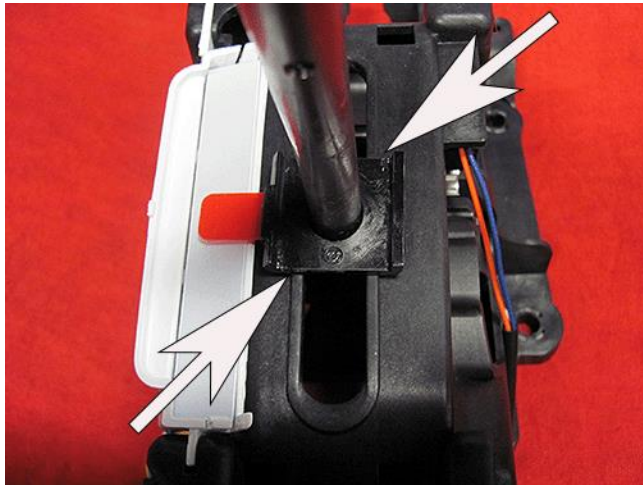


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10. Install the shifter boot onto the new shifter bezel.

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11. Insure the indicator tab is square to the shifter assembly.
12. Install the shifter bezel onto the shifter assembly. Insure all four tabs are engaged.
13. Temporarily install the transmission control knob and verify the shifter indicator lamp operation and shifter function.
14. Reinstall the console front trim plate. Refer to *Console Front Trim Plate Replacement* in SI.
15. Reinstall the transmission control lever knob. Refer to *Transmission Control Lever Knob Replacement* in SI.

### Customer Notification

General Motors will notify customers of this special coverage on their vehicle (see copy of typical customer letter included with this bulletin).

### Customer Reimbursement

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 September 30, 2017. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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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September 2016

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

As the owner of a 2009-2010 model year Chevrolet Cobalt or Pontiac G5, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2009-2010 model year Chevrolet Cobalt and Pontiac G5 vehicles, may have a condition where the mechanical flag used by the automatic transmission shift assembly to display the selected gear may break off from the flag carrier. If a vehicle has this condition, the transmission shift assembly's PRNDL display may improperly indicate the wrong gear or that no gear has been selected.

**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 2009-2010 model year Chevrolet Cobalt or Pontiac G5 within 10 years of the date your vehicle was originally placed in service or 120,000 miles (193,000 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 September 30, 2017, 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	1-800-630-2438	1-800-833-2438
Pontiac	1-800-620-7668	1-800-833-7668
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.

Terry M. Inch  
Executive Director  
Global Connected Customer Experience

Enclosure  
14519

GM CUSTOMER CARE AND AFTERSALES  
DCS4175  
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 01, 2016

Subject: 14519 – Special Coverage Adjustment  
PRNDL Display

Models: 2009-2010 Chevrolet Cobalt  
2009-2010 Pontiac G5

To: All General Motors Dealers

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

General Motors is releasing Special Coverage Adjustment 14519 today. The total number of U.S. vehicles involved is approximately 249,800. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on September 15, 2016.

**Global Connect (GWM)**

The "Investigate Vehicle History" (IVH) screen will be updated today, September 1, 2016.

**Campaign Initiation Detail Report (CIDR)**

The CIDR is not available for Special Coverage Adjustments.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES