



Bulletin No.: 14636  
Date: April 2015

# Service Bulletin

## SPECIAL COVERAGE

**SUBJECT:** Special Coverage Adjustment – Reduced Engine Power / Accelerator Pedal Position Sensor

**MODELS:** 2009 Buick Lacrosse  
2009 Buick Allure (Canada)  
2009-2011 Chevrolet Impala

### CONDITION

Some 2009 model year Buick Lacrosse and Allure vehicles and 2009-2011 model year Chevrolet Impala vehicles may have a broken solder connection within the accelerator pedal position (APP) sensor. This condition may result in reduced engine power and loss of traction control assist. All other accessories and vehicle systems will function normally. While the condition is present, the driver information center will display “Engine Power is Reduced,” and may also display “Service Traction Control” and “Service Stabilitrak”.

### SPECIAL COVERAGE ADJUSTMENT

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.

Dealers are to replace the Accelerator Pedal Assembly. 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 April 7, 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 April 7, 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 (GMCC&A). 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.

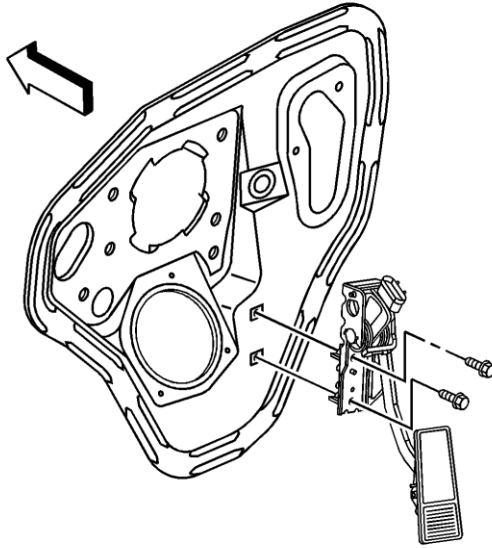
Important: Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock. Parts should only be ordered when inspection determines that it is necessary to replace the pedal assembly.

<b>Part Number</b>	<b>Description</b>	<b>Quantity/Vehicle</b>
22742315	Pedal Assembly - Accelerator	1

SERVICE PROCEDUREDiagnostic Information

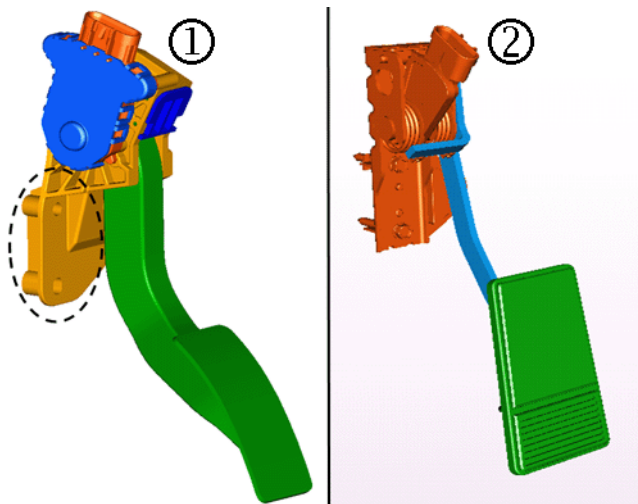
1. Verify that the Accelerator Pedal Assembly requires replacement.
2. Refer to the appropriate diagnostic information in SI. If relevant DTC’s (P2122, P2123, P2120, P2127, P2128, P2125, or P2138) are set that could be related to the Accelerator Pedal Position APP sensor, refer to the specific diagnostics for those DTC’s in SI, along with the following service bulletins for reference:
  - 07-06-04-019: Intermittent Malfunction Indicator Lamp (MIL) Illuminated, DTC P2138 with Reduced Engine Power.
  - 08-06-04-041: Malfunction Indicator Lamp - Check Engine Light On, Hesitation, Reduced Engine Power Message, DTCs P1125, P2101, P2120, P2125 or P2138 Set
  - If the Accelerator Pedal Assembly does NOT require replacement, no further action is required. Inform the customer that any additional diagnosis and repairs are not covered under this special coverage.
  - If the Accelerator Pedal Assembly requires replacement, refer to the procedure below.

## Accelerator Pedal Replacement



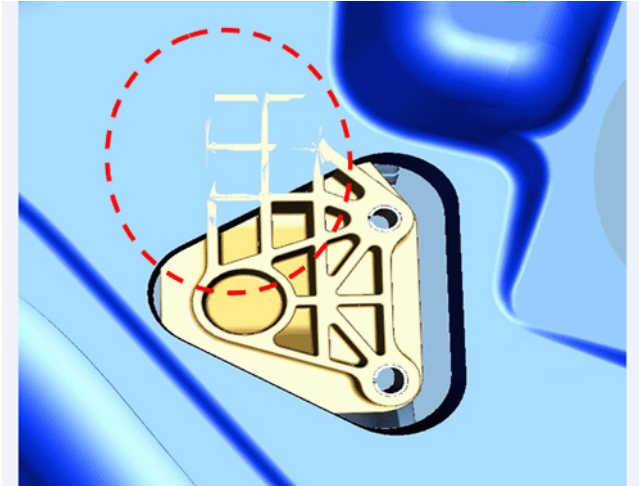
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1. Remove the accelerator pedal. Refer to *Accelerator Pedal Position Sensor Replacement* in SI.



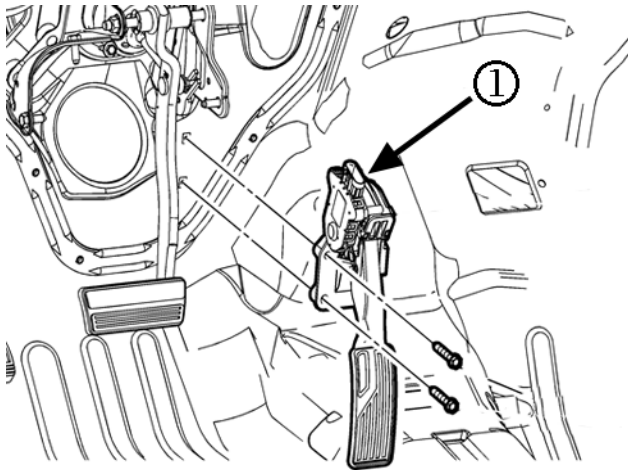
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**Note:** The new replacement pedal (1) has a redesigned mounting bracket, which is shaped differently than the original pedal (2). Its installation requires cutting away a small portion of the insulator/sound dampening material under the instrument panel, to allow the new pedal to attach to the body.



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2. Using the new replacement pedal as a template, trace a line onto the insulator material that would designate the material to be removed due to interference on the new design part.
3. Use a sharp knife, or suitable cutting tool, to cut away the small amount of material.



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Install the new accelerator pedal (1). Refer to *Accelerator Pedal Position Sensor Replacement* 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 April 30, 2016 unless otherwise specified by state law. If this is not convenient for the customer, the customer 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 120,000 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 April 30, 2016. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 193,000 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.

Labor Code	Description	Labor Time	Net Item
9900140	Diagnostic Time Only – No Repair Required	0.1-0.3	N/A
4080878	Accelerator Pedal Replacement – For use with vehicles still covered under warranty	0.5	N/A
	Add: Diagnostic Time	0.1-0.3	
9900141	Accelerator Pedal Replacement (Incl. trim insulator material)	0.5	N/A
	Add: Diagnostic Time	0.1-0.3	
9900142	Customer Reimbursement Approved	0.2	*
9900143	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).

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/retailer for information on whether your vehicle may benefit from the information.



We Support  
Voluntary Technician  
Certification

April 2015

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

Dear General Motors Customer:

As the owner of a 2009 model year Buick Lacrosse or Allure vehicle or a 2009-2011 model year Chevrolet Impala vehicle your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2009 model year Buick Lacrosse and Allure vehicles and 2009-2011 model year Chevrolet Impala vehicles may have a broken solder connection within the accelerator pedal position (APP) sensor. This condition may result in reduced engine power and loss of traction control assist. All other accessories and vehicle systems will function normally. While the condition is present, the driver information center will display "Engine Power is Reduced," and may also display "Service Traction Control" and "Service Stabilitrak

**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 model year Buick Lacrosse or Allure vehicle or 2009-2011 model year Chevrolet Impala vehicle 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 April 30, 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)
Buick	1-800-521-7300	1-800-832-8425
Chevrolet	1-800-222-1020	1-800-833-2438
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  
14636



GM CUSTOMER CARE AND AFTERSALES  
DCS3619  
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 7, 2015

Subject: 14636 – Special Coverage Adjustment  
Reduced Engine Power / Accelerator Pedal Position Sensor

Models: 2009 Buick Lacrosse  
2009 Buick Allure (Canada)  
2009-2011 Chevrolet Impala

To: All Buick and Chevrolet Dealers

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

General Motors is releasing Special Coverage Adjustment 14636 today. The total number of U.S. vehicles involved is approximately 546,000. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on April 21, 2015.

**Global Connect (GWM)**

The "Investigate Vehicle History" (IVH) screen will be updated April 10, 2015.

**Campaign Initiation Detail Report (CIDR)**

The CIDR is not available for Special Coverage Adjustments.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES