



Service Bulletin

File in Section: -

Bulletin No.: PI1050

Date: November, 2013

PRELIMINARY INFORMATION

Subject: 2014 Chevrolet Caprice Police Patrol Vehicle (PPV) New Model Features and Service Guide

Models: 2014 Chevrolet Caprice PPV (RPO 9C1)

This is a special bulletin to introduce the 2014 Caprice PPV. The purpose of this bulletin is to make you familiar with the vehicle's features and describe the action your Service Department will need to take to ensure that your dealership is able to fully service this vehicle.

About The Vehicle



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The 2014 Chevrolet Caprice Police Patrol Vehicle (PPV) delivers the performance, comfort and safety today's police departments need. New features and enhancements for 2014 provide a more tailored tool for law enforcement.

These new features are headlined by the relocation of the transmission gear selector from the center console to a column-shift design, opening up space for a new center console equipment mounting platform. The platform is standard and serves as a heavy-duty foundation for the variety of computer, console and other equipment typically used in police vehicles. It also comes installed, saving police departments the money of purchasing a separate platform and the time of installing it.

New features



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- All-new column-mounted transmission selector for increased room, comfort, and convenience.



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- Standard steel center console mounting platform designed for easier mounting of law enforcement equipment.



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- All-new instrument panel and gauge cluster with 8-inch Chevrolet MyLink touch screen color display featuring AM/FM radio and CD player.
- Bluetooth®(1*) streaming audio and cell phone connectivity, voice recognition, and music navigator (Applications requiring a USB (2*) connection are not compatible).
- Surveillance Mode with integrated circuit for connection to customer-supplied switch.
- Ultra high-strength steel added to both A-pillars for significant improvements in roof crush performance and occupant safety.
- Revised front seats with increased comfort and support while wearing a utility belt (front hip room increased to 57.5 in. from 56.7 in.).
- Extended safety belt receivers for easier buckling of the lap-shoulder belt.
- Standard driver and front passenger 4-way power seat adjusters equipped with power lumbar adjustment.
- Door lock button relocated to top-rear of door. Pull door handle once to unlock, pull again to open the door.
- Higher capacity 700 CCA auxiliary battery.



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- Standard trunk release button now on both front door interior panels.
- Standard Electric Power Steering for efficient cornering and stability.
- Thicker front struts (32 mm from 30 mm) for improved handling and tuning, increased front stabilizer bar thickness (26 mm from 24 mm) for improved handling.

(1*) The Bluetooth® word mark is a registered trademark owned by Bluetooth® SIG, Inc. and any use of such mark by GM is under license. Go to gm.com/Bluetooth to find out which Bluetooth® phones are compatible with this vehicle.

(2*) Not compatible with all devices.

Special Features

- Stealth Mode - Exterior and interior lamps out via momentary rotation of head lamps switch to OFF (U.S. only)
- Trap Speed Feature - Traps (stores) certified vehicle speed in digital speedometer via steering wheel controls when following another vehicle. Trap Speed can be disabled via the Driver Information Center.
- Auxiliary Power Front – 110-amp ignition and main power supply wiring harness under lower right side of instrument panel. One 50-amp battery power circuit and two 30-amp relay controlled circuits are in a five foot coil provided for customer connection. Included in the harness are signal circuits for ignition power (HOT in START/RUN and ACCESSORY/RUN), vehicle radio mute, vehicle speed signal and park-enable.
- The Chevrolet Caprice PPV does not come equipped with OnStar®.
- Keyless Entry – When the "unlock" or "lock" button is depressed, no exterior lamps or audible sounds are activated; however, the interior standard equipment dome lamp will illuminate at night unless option 7Y6, inoperative dome and courtesy lamps, is ordered.
 - Option Code 7Y6 – Dome and Courtesy Lamps will not operate when doors are opened when this option is ordered.
- Front-Seat Only Head Curtain Air Bags – Standard front-seat only head curtain air bags allow the use of full-width prisoner partitions. Combined front and rear head curtain air bags are available.
- RPO SGT – Limits speed to 209 km/h (130 mph) when this option is ordered.
- RPO VVS – Deletes Daytime Running Lamps and Automatic Headlamps (U.S. only).
- Additional information on the Chevrolet Caprice PPV can be found at: <http://www.gmfleet.com/police/chevy-caprice-ppv-patrol-car.html>

Exterior Features

Caprice PPV was designed exclusively as a police car and its roster of standard and available exterior features is uniquely suited for police work. Highlights include:

- Lock cylinders for both front doors and trunk are standard.
- Daytime running lamps with reduced intensity are standard. Daytime running lamps and automatic headlamps can be deleted.
- Flashing light system for headlamps and taillamps is available.
- Heated outside mirrors are available.
- Spotlamps and spotlamp provisions are available.
- Full wheel covers are available.

Exterior colors: Phantom Black Metallic, Heron White, Karma Metallic, Red Hot, Silver Ice Metallic, Mystic Green and Hugo Blue Metallic.

Interior Features and Details

The Caprice PPV is designed to provide maximum comfort so officers can do their job more effectively. The front seats are sculpted to "pocket" the equipment belt, which greatly increases the comfort for a great range of officer sizes. Along with comfort, the materials used in the seats were also carefully selected. High-wear, low-friction materials were chosen to stand up to long hours of everyday use, while breathability, long-term durability and ease of cleaning were also important criteria.

For the 2014 models, the front seat cushions are wider, for increased comfort, with revised bolsters that allow easier entry and exit. Also, the back bolsters are revised for greater comfort with a duty belt. The foam density of the seat back and cushion insert surfaces are designed to conform to the shape of an equipment belt's various items allowing the officer's back to rest properly on the seat back surface. Engineers worked on several iterations of the seat, testing multiple versions in the field to get real-world feedback from police officers, who used prototype seats in their cruisers for a month. Their input helped determine the final design.

Several standard and available features are offered on the Caprice PPV that make it the ideal tool for police duty. They include:

- Standard driver information center in the instrument cluster with an oil life monitor and selectable "Capture Speed" feature that captures speed with tracking/pacing other vehicles.
- Standard cloth front bucket seats, with cloth rear bench seat and carpeted floor covering; vinyl-covered rear seat and floor covering are available. Jet Black is the standard interior color.
- Standard analog 160-mph certified speedometer with 1-mph increments.
- Standard surveillance mode for exterior and interior lighting.
- Standard dual-zone automatic climate control.

- Standard Chevrolet MyLink radio – AM/FM with CD and eight-inch color touch screen.
- Standard cruise control.
- Industry exclusive front seat-only head curtain air bag.
- Available Common fleet key locking system (**not compatible with previous model-year vehicles**).
- Available LED-lit red and blue flashing-lights trunk lid warning.
- Available lamp, horn and siren wiring packages.
- Available disabled rear interior door locks, handles and windows.
- Available disabled dome and courtesy lamp feature.

Safety and Accident Avoidance Features

Officer safety is a fundamental element of the Caprice PPV's design. The body structure features extensive use of high-strength steel and ultra-high-strength steel for greater strength and crash protection, while standard and available air bags offer protection in the event of a crash.

Dual-stage driver and front passenger air bags are standard, along with head curtain air bags for the driver and front passenger, front seat-back-mounted pelvic-thorax air bags and driver and front passenger knee air bags. The front seat-only head curtain air bags enable the use of a full-width prisoner partition for greater officer safety. Combined front and rear head curtain air bags are available, providing rollover protection.

To help avoid accidents, the Caprice PPV includes standard StabiliTrak electronic stability control, with a special police calibration for aggressive driving maneuvers. Large, four-wheel disc brakes with anti-lock (featuring a police-specific calibration) are also standard, along with strong, durable 18-inch steel wheels (with bolt-on center caps or full wheels covers) that are matched with performance Goodyear P235/50R18 tires featuring:

- Tire Pressure 39 lbs. (F) and 44 lbs. (R).
- CHECK TIRE PRESSURE will show on driver message center (excludes spare tire). The TPM warning signal comes on below 34 lbs. in the rear and below 29 lbs. in the front.
- TIRE, SPARE - Full-size (includes TPM sensor not programmed).

All models feature a four-wheel independent suspension, with heavy-duty components that deliver responsive, high-performance driving characteristics that are crucial in some police scenarios. A tight turning diameter of 38 feet (11.4 m) and a generous ground clearance of six inches (153 mm) enable excellent maneuverability.

Powertrain

The LFX-code 3.6L V-6 is the standard engine in the Caprice PPV, with the 6.0L V-8 optional. The 301-horsepower (224 kW) LFX is a 60-degree design, with the cylinder block and cylinder heads cast in aluminum for low weight. A forged steel crankshaft provides optimal strength in the bottom end, while the cylinder heads include four valves per cylinder, with a dual overhead camshaft design incorporating continuously variable valve timing.

Additionally, optimized-flow fuel injectors and the integrated exhaust manifolds/cylinder heads promote lower emissions. The LFX's composite intake manifold also has a comparatively small radiated surface area to help it maintain excellent noise and vibration characteristics. The direct injection fuel system enables greater performance and efficiency, giving it horsepower that even some V-8s didn't offer only a few years ago.

The Caprice PPV's 6.0-liter V-8 is rated at 355 horsepower (268 kW) and 384 lb-ft of torque (521 Nm). It features Active Fuel Management technology, which helps save gas by allowing the engine to operate on only four cylinders during certain light-load driving conditions, saving the fuel normally used to drive all eight cylinders. It is also E85-capable.

Both engines are backed by a six-speed automatic transmission that is performance-calibrated for police duty. It features the Sport Mode feature, which delays upshifts and allows earlier downshifts when maximum engine power and transmission responsiveness are desired. Its unique calibration allows the transmission to "understand" driving conditions and select the appropriate gear, even through tight turns, and provides the optimum engine torque.

Additional powertrain and vehicle system features include:

- 2.92 axle ratio.
- Limited-slip differential is standard with the 6.0L and available with the 3.6L.
- 170-amp high-output alternator with idle boost feature.
- Engine oil (V-8), transmission and power steering coolers.
- Electric cooling fans and EPDM (ethylene-propylene-diene monomer) coolant hoses.
- Available industry-exclusive auxiliary battery for police equipment.

Electrical Architecture

Global A electrical architecture is used on the 2014 Caprice PPV. This is similar to other Chevrolet vehicles. GDS is used for diagnostics.

Transportation Mode: All MY14 vehicles leave the Vehicle Assembly Plant in Transport Mode. This mode is a battery saver mode which disables some modules. The Driver Information Centre (DIC) will display "Transport Mode On" when enabled.

Note: The driver's express power window learn procedure may need to be performed after turning off transportation mode. When in transport mode, the remote function will be inoperative. As the Remote Keyless Entry will not allow remote unlocking of the vehicle, the vehicle will need to be unlocked with the mechanical key.

To disengage Transport Mode complete the following procedure;

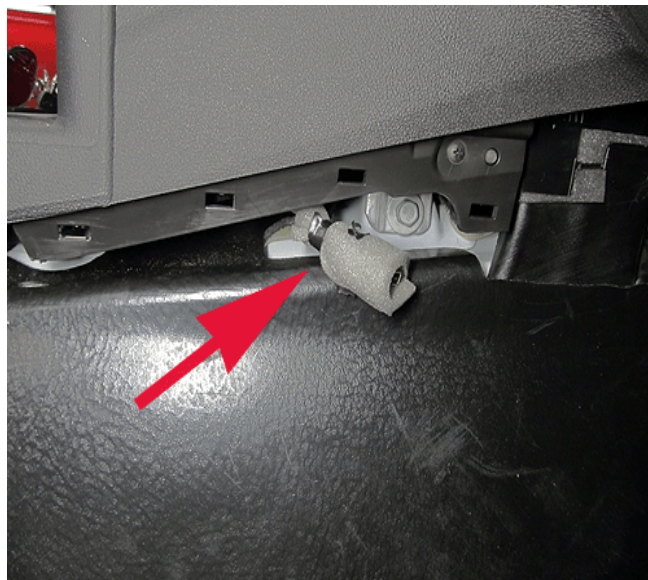
1. Turn on Hazard Flashers.
2. Apply Brake Pedal.
3. Turn Ignition Key to Start Position and hold for 15 seconds, while pressing your foot on the brake pedal.
4. "Transport Mode Off" will display in the DIC when disabled.

Dealer Programming

Note: When programming, this vehicle may be found under a Holden heading.

- VVS – disable DRL and ALC Selectable in TIS2WEB SPS
- 6N5 – Rear windows door inoperative Selectable in TIS2WEB SPS
- 5DC – Theft alarm enable Selectable in TIS2WEB SPS
- SGT – 130 mph speed limit Dealer to request a VCI from TCSC

USB Cable Location



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The USB cable is located under the right side console trim panel. To gain access remove the panel and reach up to locate the coiled cable.

Keys

2 keys with integrated remote keyless entry, side milled, two-sided, random code for ignition, driver door and trunk. Options 6E3 or 6E4 available for single key locking of entire fleet.

- RPO – AMF KEYS package of six keys and transmitters, including six cut keys with integrated Remote Keyless Entry. These are not pre-programmed.
- RPO – 6E3 KEYS COMMON – Complete vehicle fleet, provides a single key with a specific code that is common to the door locks and ignition for all the vehicles in the vehicle fleet; key code is an alternate to SEO 6E4 key common, complete vehicle fleet; not compatible with Impala and Tahoe police vehicles or previous Caprice.
- RPO – 6E4 KEYS COMMON – Complete vehicle fleet, provides a single key with a specific code that is common to the door locks and ignition of all the vehicles in the vehicle fleet; key code is an alternate to SEO 6E3 key common, complete vehicle fleet; not compatible with Impala and Tahoe police vehicles or previous Caprice.

Programing Transmitters To The Vehicle



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A maximum of 8 keys can be programmed for the vehicle with a random key code (RPO AX2). Vehicles with the fleet key option (RPO 6E3 or 6E4) may have an unlimited number of keys learned for these options, using the original master key ("master key" is a fully functioning programmed existing key currently working in the vehicle). Remote fob features will only program to a specific vehicle that the key/fob is learned in.

Use the following steps to program the key and transmitter:

1. The six RPO AMF keys are pre-cut at vehicle assembly. If a key is separate from AMF, cut the new key blank to match the existing vehicle key.
2. Using the existing key, turn the ignition to ON/RUN with the engine off.
3. Turn the key to OFF/LOCK and remove the key from the ignition.
4. Insert and turn the new key and turn the ignition to ON/RUN within 10 seconds of removing the existing key.

The vehicle has now learned the new key.

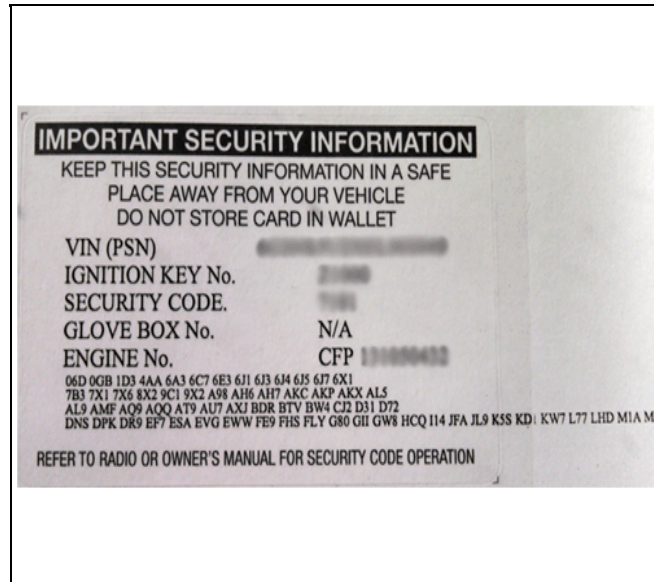
Key Cutting

Refer to the latest version of Corporate Bulletin Number 09-00-89-029 for key cutting information.

Available key service parts with descriptions:

| Part Number | Description |
|-------------|--|
| 13585404 | Key/Transmitter Asm, Door Lock and Ignition Lock, (CUT KEY) Master (AX2) Random Cut |
| 13585687 | Key/Transmitter Asm, Door Lock and Ignition Lock, (UNCUT KEY) Master (AX2) Key Blank |
| 19302076 | Key, Door Lock and Ignition Lock, (CUT KEY) Master (AX2) Random Cut (Basic Key with Blank Transmitter) |
| 92271667 | Key, Door Lock and Ignition Lock, (UNCUT KEY) Master (AX2) Key Blank (Basic Key with Blank Transmitter) |
| 13585386 | Key/Transmitter Asm, Door Lock and Ignition Lock, (CUT KEY) Fleet (AU7) Keyed Alike (6E3) |
| 13585388 | Key/Transmitter Asm, Door Lock and Ignition Lock, (CUT KEY) Fleet (AU7) Keyed Alike (6E4) |
| 13585688 | Key/Transmitter Asm, Door Lock and Ignition Lock, (UNCUT KEY) Fleet (AU7) Key Blank (6E3/6E4) |
| 19302084 | Key, Door Lock and Ignition Lock, (CUT KEY) Fleet (AU7) Keyed Alike (6E3) (Basic Key with Blank Transmitter) |
| 19302085 | Key, Door Lock and Ignition Lock, (CUT KEY) Fleet (AU7) Keyed Alike (6E4) (Basic Key with Blank Transmitter) |
| 92271668 | Key, Door Lock and Ignition Lock, (UNCUT KEY) Fleet (AU7) Key Blank (6E3/6E4) (Basic Key with Blank Transmitter) |

| Part Number | Description |
|-------------|---|
| 19302077 | Key, Door Lock and Ignition Lock, (CUT KEY) Fleet (AU7) Keyed Alike (6E3) (Package of 6 Basic Keys (19302084) with Blank Transmitter) |

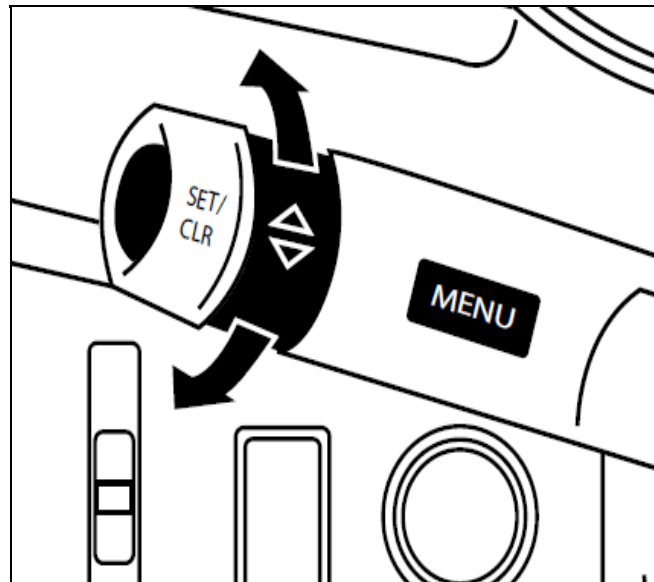


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Important: Store the vehicle “Important Security Information card” in a secure place such as with the Owners Manual or the new car delivery folder. This is found in the paper work located in the trunk. These codes are needed for a number of future service requirements.

Vehicle Personalization

Driver Information Selector



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The DIC is operated via the controls on the Turn Signal lever at the left side of the steering column.

The **SET/CLR** button sets or clears the displayed menu.

The **MENU** button displays the **SPEED**, **UNIT** and **ECONOMY** menus.

The momentary **ROTARY SWITCH** control will scroll through the **MENU** items.

Press **MENU** until the **SPEED** is displayed.

Turn the ROTARY SWITCH to scroll through the menu items:

SPEED, UNIT, ECONOMY

SPEED:

- Digital Speed
- Fuel Used
- Average Speed
- Instantaneous Fuel Economy
- Average Fuel Economy
- Fuel Range
- Trip
- Capture Speed

UNIT:

- Engine Hours, Idle Hours
- Battery Voltage
- Coolant Temp.
- Remaining Oil Life
- Tire Pressure

ECONOMY:

- Best Score
- Economy Trend

Note: Other vehicle features can be programmed via the radio. See also the Owners Manual for additional DIC features information.

The diagram illustrates the electrical function customization feature. It shows two examples of the 'Home Page' menu. The first page, labeled '1 of 2', includes options for 'Now Playing', 'Phone', 'AM', 'FM', 'Pandora', 'Stitcher', 'CD', and 'USB'. The second page, labeled '2 of 2', includes options for 'AUX', 'Bluetooth', 'Tune', 'Config', 'Quick Info', and 'Pictures'. Below the screens is a physical rotary switch with buttons for 'HOME', 'SRC', 'VOL', 'TUNE MENU', 'SEEK', and 'BACK'. A red text box notes that certain items are permanently disabled on the Caprice model: 'USB', 'Picture Viewer', and 'AUX In'.

The Following Items Are Permanently Disabled on Caprice:
USB
Picture Viewer
AUX In

ELECTRICAL FUNCTION CUSTOMIZATION FEATURE

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With Radio **OFF** “Day, Date, Time Exterior Temperature and Chevrolet MyLink” are displayed (Display Screen can be turned off, see DISPLAY SETTINGS).

CONFIG:

- LANGUAGES
- TIME AND DATE
- RADIO SETTINGS
- PHONE SETTINGS
- DISPLAY SETTINGS
- VEHICLE SETTINGS

DISPLAY SETTINGS:

- HOME PAGE MENU >Customize>Sort>Restore Home Page Defaults
- DISPLAY OFF, This button blanks radio screen, touch screen anywhere to restore display.

VEHICLE SETTINGS:

- CLIMATE AND AIR QUALITY
- COMFORT AND CONVENIENCE (Factory defaults in bold)
 - ⇒ CHIME VOLUME, **Normal** /High
 - ⇒ BUTTON CHIME, Buttons 'click' when touched: On/**Off**
- LIGHTING (Factory defaults in bold)
 - ⇒ VEHICLE LOCATOR LIGHTS, On/**Off**
 - ⇒ EXIT LIGHTING, **Off** > 30 sec > 60 sec > 120 sec
- POWER DOOR LOCKS (Factory defaults in bold)
 - ⇒ DOOR OPEN ANTI-LOCKOUT, On/**Off**
 - ⇒ AUTO DOOR LOCK, **On** /Off
 - ⇒ AUTO DOOR UNLOCK, **All Door** > Driver door > Off
 - ⇒ DELAY DOOR LOCK, On/**Off**
- REMOTE LOCK/UNLOCK/START (Factory defaults in bold)
 - ⇒ REMOTE UNLOCK FEEDBACK, **Off** /Flash Lights
 - ⇒ REMOTE LOCK FEEDBACK, Lights Horn **On** /Off > Lights only > On/Off > Horn Only > On/Off
 - ⇒ REMOTE DOOR UNLOCK, **Driver Door** /All Doors
- RETURN TO FACTORY SETTINGS Yes/No

Service Support



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Service Parts Identification Label (SPID) — this label is located in the trunk on the rear deck lid cross member.

Removal of Brake Disc Protection Covers (Rear Wheels Only)



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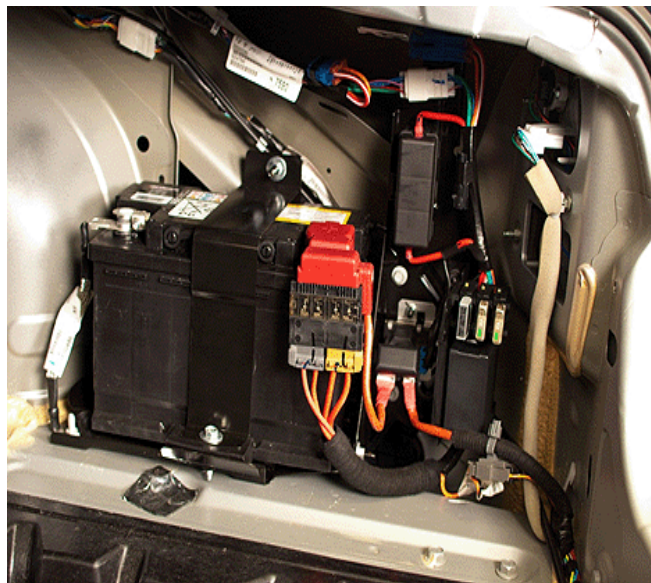
With the vehicle on a hoist, rotate the wheel while at the same time pulling the torn end of the cover away from the brake disc and wheel. Ensure that all material is removed and repeat for the other wheel.

Battery Location



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Primary Battery is located in the vehicle trunk on the driver side. To prevent explosive gases from entering the passenger compartment, the battery is fitted with an external ventilation tube which carries gases to the outside of the passenger compartment. The replacement battery must incorporate the external ventilation feature, which must be correctly fitted when the battery is installed. It is vital that in the event that the battery is removed from the vehicle that the ventilation tube be securely refitted when the battery is reinstalled.



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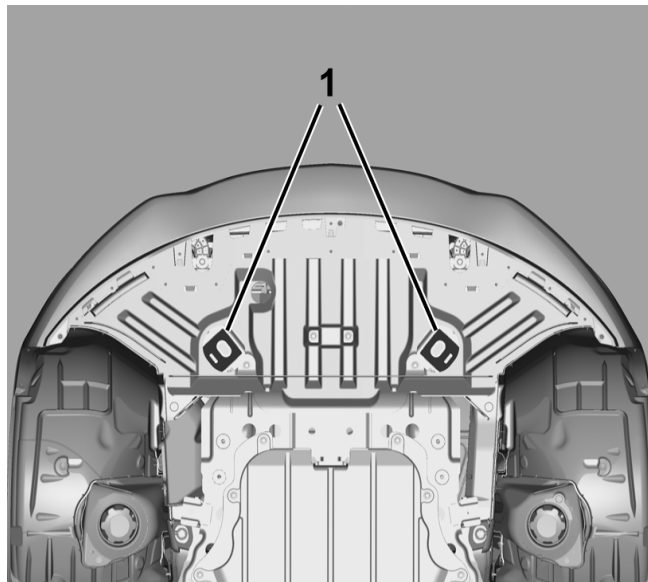
Auxiliary Battery The trunk-mounted 700 cold-cranking amps 70-amp hour battery is for accessory equipment. Located on the passenger side, the auxiliary battery is connected to the vehicle's charging system through an isolation relay to prevent emergency equipment electrical loads from depleting the primary 700 cca vehicle battery if the engine is not running and the ignition is OFF.

Towing The Vehicle

Caution: Incorrectly towing a disabled vehicle may cause damage. The damage would not be covered by the vehicle warranty. Do not lash or hook to the chassis components — including the rear subframes, suspension control arms, and links — during towing and recovery of a disabled vehicle, or when securing the vehicle. Use the proper nylon strap harnesses around the tires to secure the vehicle.

Have the vehicle towed on a flatbed car carrier. A wheel lift tow truck could damage the vehicle.

Consult your dealer or a professional towing service if the disabled vehicle must be towed.



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There are 2 oval-shaped slots (1) under the front of the vehicle that should be used to move a disabled vehicle. Use only these slots to hook to the vehicle. The slots can be accessed through the splash shield. Use an appropriate size T or J hook for the slot.

Kerr Industries is the upfitter for the Caprice PPV. The following RPOs are specific to Kerr:

| SEO | Description |
|---------|---|
| 6C7 | front aux dome lamp |
| 6J3 | siren/front flashing LED light circuit |
| 6J4 | horn/siren circuit |
| 6J5/6B7 | roof hole & grommet/plug |
| 6J7 | head lamp/tail lamp flasher |
| 7X6 | LH spot lamp |
| 7X7 | LH/RH spot lamp |
| 7X8 | RH spot lamp provision |
| 7X9 | LH/RH spot lamp provision |
| T53 | trunk lid warning lights |
| 6N6 | rear door handles inop |
| 6N5 | Calibration download (rear windows inop) |
| 6J1 | wire harness installation |
| SGT | calibration download (speed limiter – limits top speed to 209 km/h (130 mph), Requires VCI) |

Note: Additional information can be found at:

<http://www.kerrindustries.com/home.asp>