



# Program Bulletin



## CUSTOMER SATISFACTION PROGRAM

**SUBJECT: TIRE AND LOADING INFORMATION LABEL INCORRECT**

**MODELS: 2006 CHEVROLET MALIBU**

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THIS PROGRAM IS IN EFFECT UNTIL JANUARY 31, 2006.

Since the service procedure in this bulletin can be performed quickly and easily (label installation), and to reduce the inconvenience to the customer, every effort should be made to immediately install the label in the service drive so that the customer does not need to leave their vehicle at the dealership.

### CONDITION

**Certain** 2006 Chevrolet Malibu vehicles have a Tire and Loading Information Label that incorrectly lists a 15" spare tire and wheel assembly. These vehicles are equipped with a 16" spare tire. A 15" spare tire cannot be installed on the front of the vehicle because of interference with the brakes.

### CORRECTION

Dealers are to install a corrected label. Since this label can easily be installed by the customer, and to reduce their inconvenience, corrected labels and application instructions will be mailed to customers of record. Dealers will receive labels for installation on the vehicles in inventory.

### VEHICLES INVOLVED

Involved are **certain** 2006 Chevrolet Malibu vehicles built within these VIN breakpoints:

| YEAR | DIVISION  | MODEL  | FROM     | THROUGH  |
|------|-----------|--------|----------|----------|
| 2006 | Chevrolet | Malibu | 6F100004 | 6F125863 |

**IMPORTANT:** Dealers should confirm vehicle eligibility through **GMVIS** (GM Vehicle Inquiry System) prior to beginning program repairs. [Not all vehicles within the above breakpoints may be involved.]

For US and Canada: For dealers with involved vehicles, a Campaign Initiation Detail Report (CIDR) containing the complete vehicle identification number, customer name and address data

has been prepared and will be loaded to the GM DealerWorld (US) Recall Information, GMinfoNet (Canada) Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

For Export: For dealers with involved vehicles, a Campaign Initiation Detail Report containing the complete vehicle identification number, customer name and address data has been prepared, and is being furnished to involved dealers. Dealers will not receive a report with the bulletin if they have no involved vehicles currently assigned.

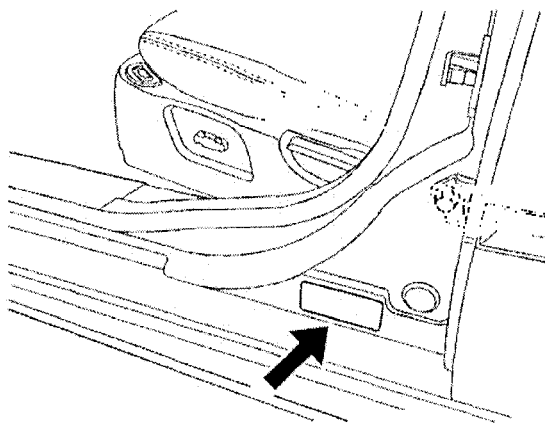
The Campaign Initiation Detail Report may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

### PARTS INFORMATION

Labels required to complete this program on vehicles that are in dealer inventory are being provided to dealers at no charge.

### SERVICE PROCEDURE

1. Open the driver's door.



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2. Ensure that the old label and surrounding area is clean and dry. Use a non-oil based cleaner, preferably isopropyl alcohol.
3. Remove the backing from the new label.
4. Carefully align the new label over the current label.
5. Apply and smooth the new label from the center out.
6. Close the door.

CLAIM INFORMATION

Submit a Product Claim with the information indicated below:

| REPAIR PERFORMED                           | PART COUNT | PART NO. | PARTS ALLOW | CC-FC | LABOR OP | LABOR HOURS |
|--|------------|----------|-------------|-------|----------|-------------|
| Install Tire and Loading Information Label | N/A        | N/A      | N/A         | MA-96 | V1423    | 0.2         |

Refer to the General Motors WINS Claims Processing Manual for details on Product Recall Claim Submission.

CUSTOMER NOTIFICATION – For US and Canada

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

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

DEALER PROGRAM RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repaired per the service procedure of this program bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through January 31, 2006.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your dealership for service prior to January 31, 2006, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



November 2005

Dear Chevrolet Customer:

This notice is sent to inform you that Chevrolet is conducting a customer satisfaction program that affects certain 2006 model year Chevrolet Malibu vehicles.

We have learned that your vehicle may have been built with a Tire and Loading Information Label that incorrectly lists a 15" spare tire and wheel assembly. These vehicles are equipped with a 16" spare tire. A 15" spare tire cannot be installed on the front of the vehicle because of interference with the brakes.

**What We Will Do:** To correct this condition a new label will be installed over the existing label. Since the new label can be easily be installed, and to reduce your inconvenience, the label and installation instructions are being sent with this letter. If you desire, however, you may take the label to your dealer for installation. This service will be performed for you at **no charge until January 31, 2006.**

**What You Should Do:** If you would like your dealer to install the label, we recommend that you contact your dealer as soon as possible to schedule an appointment for this installation. Remember to bring the enclosed label with you at the time of your appointment.

**Customer Reply Form:** The enclosed customer reply form identifies your vehicle. Presentation of this form to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below. The Customer Assistance Center's hours of operation are from 8:00 AM to 11:00 PM, EST, Monday through Friday.

| Division              | Number         | Text Telephones (TTY) |
|-----------------------|----------------|-----------------------|
| Chevrolet             | 1-800-630-2438 | 1-800-833-2438        |
| Guam                  | 1-671-648-8650 |                       |
| Puerto Rico – English | 1-800-496-9992 |                       |
| Puerto Rico – Español | 1-800-496-9993 |                       |
| Virgin Islands        | 1-800-496-9994 |                       |

**Information Online:** More information about this program, including answers to frequently asked questions, can be found at the Owner Center at My GMLink. This free online service offers vehicle and ownership related information along with tools tailored to your specific vehicle. To join, visit [www.gm.com/recall](http://www.gm.com/recall), and enter your vehicle's 17-character vehicle identification number (VIN), shown on the enclosed customer reply form.

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Chevrolet Malibu provides you many miles of enjoyable driving.

Chevrolet Motor Division  
General Motors Corporation

Enclosure  
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