

Product Safety Recall

A182202370 Lower Control Arm Weld (Inspection only)



Release Date: April 2019

Revision: 00

Attention: Vehicles involved in this safety recall were placed on stop delivery on April 18, 2019. This bulletin contains an inspection procedure for vehicles that are New and Unsold in dealer inventory. Vehicles that pass the inspection procedure contained in this bulletin can be released from stop delivery and delivered to the customer. **Vehicles that do not pass the inspection procedure contained in this bulletin cannot be released from stop delivery at this time**, and a future revision to this bulletin will publish a final repair procedure for these vehicles and customer-owned vehicles.

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the inspection contained in this bulletin has been performed on the vehicle.

| Make | Model | Model Year | | RPO | Description |
|-----------|-----------------------|------------|------|-----|-------------|
| | | From | To | | |
| Chevrolet | Tracker (Export only) | 2017 | 2019 | | |
| Chevrolet | Trax | 2017 | 2019 | | |

Note: Involved vehicles are marked “Incomplete. Remedy not available” on the Investigate Vehicle History screen 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. We have modified the labor operations listed below to allow them to pay even though these vehicles are marked as “Incomplete. Remedy not available” in IVH. This will allow vehicles that pass inspection to be sold.

| | |
|-------------------|---|
| Condition | General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2017-2019 model year Chevrolet Trax and Tracker vehicles. In some of these vehicles, a joint in one or both front lower-control arms may have been improperly welded. Over time and in rare cases, an improperly welded joint can fatigue and break, causing the lower-control arm to partially separate from the vehicle. |
| Inspection | This condition only exists in lower-control arms produced at a specific facility (“ NOK control arms ”). Control arms produced at other facilities (“ OK control arms ”) do not have the defective condition and can be released from stop delivery. To identify OK control arms, dealers are to inspect ball joint rivets and labels on the underside of the lower control arm, as described below. |

OK = Control arm is acceptable (okay)

NOK = Control arm is not acceptable (not okay)

Parts

No parts are required for this recall inspection procedure.

Warranty Information

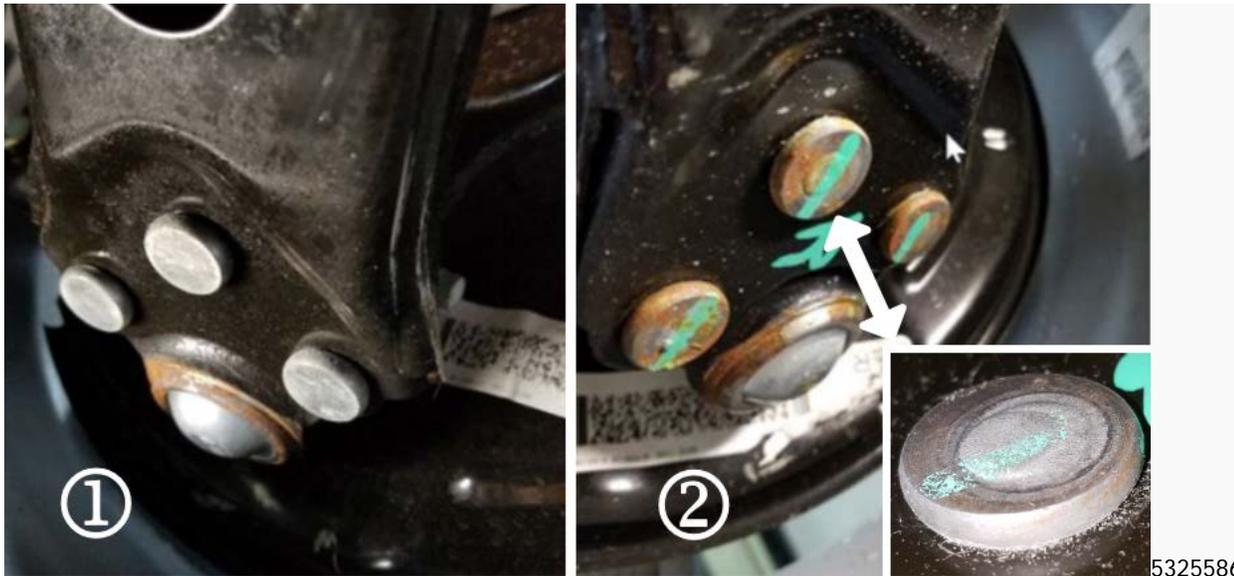
| Labor Operation | Description | Labor Time | Trans. Type | Net Item |
|-----------------|--|------------|-------------|----------|
| 9104438 | Inspect Only – Vehicle has OK control arms on both sides (No Further Action Required) | 0.2 | ZFAT | N/A |
| 9104439 | Inspect Only – Vehicle has NOK control arms on both sides, (Will require additional inspection.) | 0.2 | ZFAT | N/A |

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Service Procedure



Note: Vehicles may or may not have paint marks on the rivets. This is not relevant to the inspection – we are only looking for the circular die mark on the rivets.

Caution: It is critical that only vehicles with **both** OK control arms pass inspection. If a vehicle has even one NOK control arm, or if you are unable to determine if the vehicle has an NOK or OK control arm, hold the vehicle for future additional inspection.

1. Inspect the underside of both control arms as shown. This may be done without lifting the vehicle using a mirror or by laying under the vehicle.
 - If the lower control arm ball joint has flat rivets (1) AND has two labels on the underside of **both** control arms, no further action is required. These are OK control arms, and a ZFAT transaction can be submitted to close the recall.
 - If the lower control arm ball joint has rivets with a circular die mark in the center of the rivet (2), OR only has one label on the underside of **either** control arm, this is an NOK control arm. Further action is required to determine if the lower control arm needs to be replaced. If either control arm on a vehicle is an NOK control arm, hold the vehicle. A future revision to this bulletin will publish a final repair procedure.

Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting

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an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

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. 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 recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing 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 recall 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 recall.

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**