

# Product Safety Recall

## N222380601 Front Impact Bar Partially Welded



**Release Date:** January 2023

**Revision:** 01

**Revision Description:** This bulletin is being revised to add the customer letter. Please discard all previous copies of N222380601.

**Attention:** 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.

Vehicles involved in this recall were placed on stop delivery December 9, 2022. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

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 repair contained in this bulletin has been performed on the vehicle.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Malibu	2022	2023		

Involved vehicles are marked "Open" 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.

<b>Condition</b>	General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2022-2023 model year Chevrolet Malibu vehicles. These vehicles may have a condition in which the front impact bar, a structural portion of the vehicle frame, may be improperly welded to the front frame rail. This defect may be present on the right-hand and/or left-hand side of the vehicle. If the front impact bar is improperly welded, front crash sensors may not perform as designed which may undermine occupant protection performance and increase the risk of injury in a frontal crash.
<b>Correction</b>	Dealers will inspect the right-hand and left-hand side of the vehicle's motor rail for an incomplete weld. If the condition is found, the vehicle will be repurchased by GM.

### Parts

No parts are required for this inspection procedure. It is estimated that a very small percentage of the involved vehicles will fail inspection. Approximately 1 VIN in 2,000 may fail.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106570	Vehicle Passed Inspection (No Further Action Required)	1.1	ZFAT	N/A
9106574*	Failed Inspection, Vehicle Quarantined (FPR/PIR Passed by GM)	1.2		
9106571*	Failed Inspection, Vehicle Quarantined (FPR/PIR Failed by GM)	1.2		

\*For US Dealers, follow the US **Product Report Submission Process**.

\*For Canadian Dealers, follow the Canadian **Product Report Submission Process**.

**\* Important:** Vehicle must remain quarantined until a determination by GM has been made and further instructions have been provided.

### Service Procedure

**Note:** It is not necessary to remove or transfer any of the front bumper trim or components.

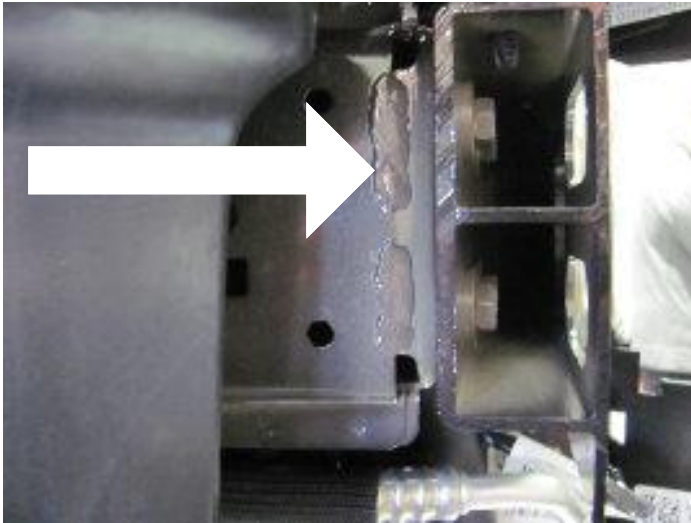
1. Remove the front bumper fascia. Refer to *Front Bumper Fascia Replacement* in SI.

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2. Locate the front section of the left and right lower front motor compartment frame rails where they bolt to the front bumper beam.
3. Carefully inspect the weld joint where the left and right bumper mounting brackets are welded to the frame rails on the outboard side. The brackets should be inserted into the end of the frame rails and secured with welds.

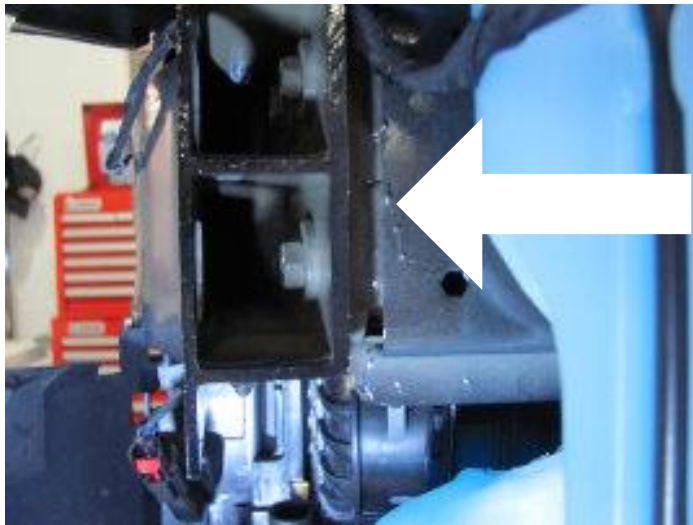


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**Example of Right Side That Passes Inspection**

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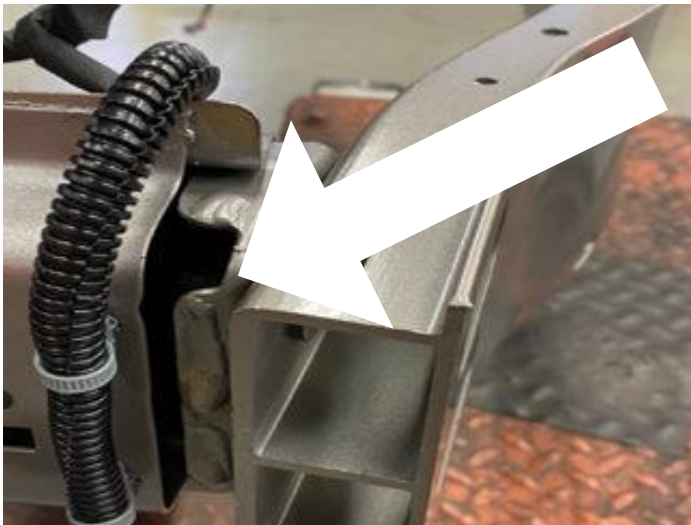
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### Example of Left Side That Passes Inspection

- If the bumper mounting bracket is properly inserted and the welds securing the bracket are complete, no further action is required. Reinstall the front bumper fascia. Refer to *Front Bumper Fascia Replacement* in SI. **DO NOT FILE a Product Report (FPR/PIR).**



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### Example of Failed Condition Showing Gap and Misplaced Weld

- If there is a gap between the end of the frame rail and the bumper mounting bracket on either side of the vehicle, proceed to step 4.
4. If the left or right motor compartment frame rail to bumper bracket joint fails the inspection, quarantine the vehicle. **Important: Vehicle must remain quarantined until a determination by GM has been made and further instructions have been provided.**
  5. Follow the **Product Report (FPR/PIR)** process below.

### Product Report Submission Process

For US Dealers - Submit a Field Product Report (FPR) and pictures using the FPR section found in the Certified Service Mobile Toolbox app (CSMT) (reference TSB 02-00-89-002).

For Canadian Dealers - Submit a Product Information Report (PIR) and pictures using the Certified Service Mobile Toolbox (CSMT) mobile application (reference TSB 10-00-89-006). In addition, Canadian dealers are required to call the Warranty Claim Centre at 1-888-222-5546 to request a case number.

Be sure to include the following information:

- Dealer Name and Contact Information

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- Enter VIN and Mileage
- For Condition enter: Front Impact Bar Failed Inspection
- For Cause enter: NA
- For Correction enter: Recall N222380601
- Important: Include 2 Pictures - 1 Picture of the overall area showing the part and location of issue (suspect bumper bracket installation) and 1 picture showing more of a closeup of the gap between the motor compartment frame rail and bumper bracket. Please make sure the pictures are in focus and the issue can be clearly seen.
- Required for Canadian Dealers: Please call the Warranty Claim Centre at 1-888-222-5546 to request a case number. Please provide VIN, dealership name and a contact name at dealership.

### 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 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. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall 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 field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

### Dealer Reports – For USA & Export

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this recall. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses 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 may be a violation of law in several states.

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### **Courtesy Transportation – For USA & Canada**

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

### **Customer Notification**

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

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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**



# IMPORTANT SAFETY RECALL

January 2023

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

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2022 – 2023 model year Chevrolet Malibu vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## IMPORTANT

- Your vehicle is involved in GM safety recall N222380601.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

These vehicles may have a condition in which the front impact bar, a structural portion of the vehicle frame, may be improperly welded to the front frame rail. This defect may be present on the right-hand and/or left-hand side of the vehicle. If the front impact bar is improperly welded, front crash sensors may not perform as designed which may undermine occupant protection performance and increase the risk of injury in a frontal crash.

### What will we do?

Your GM dealer will inspect the right-hand and left-hand side of the vehicle's motor rail for an incomplete weld, for free. If the condition is found, the vehicle will be repurchased by GM. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection time of approximately 90 minutes.

### What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

### Do you have questions?

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.nhtsa.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 22V923.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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