



Program Bulletin



CUSTOMER SATISFACTION PROGRAM

SUBJECT: Serpentine Belt Separation

MODELS: 2012 Buick LaCrosse, Regal
2013 Chevrolet Malibu

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THIS PROGRAM IS IN EFFECT UNTIL SEPTEMBER 30, 2012.
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CONDITION

Certain 2012 model year Buick LaCrosse and Regal vehicles, and 2013 model year Chevrolet Malibu vehicles, may have a condition in which the serpentine belt was manufactured with nicked or cut tensile cord, and could cause the belt to separate. If this occurs, it could result in the illumination of the Service Engine Soon light, and if the vehicle continues to be driven, the red "Battery", Service Battery Charging System, and Battery Saver Active messages may illuminate, and a battery drain will result.

CORRECTION

Dealers are to replace the serpentine belt.

VEHICLES INVOLVED

Involved are **certain** 2012 model year Buick LaCrosse and Regal vehicles, and 2013 model year Chevrolet Malibu vehicles.

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Required Field Actions section in the Global Warranty Management system. Not all vehicles may be involved.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to dealers through the GM GlobalConnect Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

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 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.

PART INFORMATION

Parts required to complete this program are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
12646670	BELT,GEN & A/C CMPR	1

SERVICE PROCEDURE

1. Remove the drive belt from the vehicle. Refer to *Drive Belt Replacement* in SI.
2. Install a new drive belt, P/N 12646670. Refer to *Drive Belt Replacement* in SI.

COURTESY TRANSPORTATION

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.

Labor Code	Description	Labor Time
V2544	Replace Drive Belt	1.0

CUSTOMER NOTIFICATION

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

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 September 30, 2012.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle 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 facility for service through September 30, 2012, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



March 2012

Dear General Motors Customer:

We have learned that your 2012 model year Buick LaCrosse or Regal, or 2013 model year Chevrolet Malibu vehicle, may have a condition in which the serpentine belt was manufactured with nicked or cut tensile cord, and could cause the belt to separate. If this occurs, it could result in the illumination of the Service Engine Soon light, and if you continue to drive the vehicle, the red "Battery", Service Battery Charging System, and Battery Saver Active messages may illuminate, and a battery drain will result.

Your satisfaction with your Buick LaCrosse or Regal is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will replace the serpentine belt. This service will be performed for you at **no charge until September 30, 2012**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

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.

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	

Courtesy Transportation: If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner Manual and your dealer for details on Courtesy Transportation.

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 GM vehicle provides you many miles of enjoyable driving.

Jim Moloney
General Director,
Customer and Relationship Services