



Service Bulletin



SERVICE UPDATE

SUBJECT: Service Update for Inventory Vehicles Only
Engine Crankshaft Noise – Drive Audit
Expires October 31, 2013

MODELS: 2013 Cadillac ATS
2013 Chevrolet Malibu
Equipped with 2.5L Engine (LCV)

This service update involves vehicles in dealer inventory only and will expire October 31, 2013.

PURPOSE

This bulletin provides a service procedure to perform a drive audit on **certain** 2013 model year Cadillac ATS and Chevrolet Malibu vehicles, equipped with a 2.5L engine (LCV). A small number of engines may develop a crankshaft bearing noise condition at low mileage. The drive audit must be completed before vehicle delivery (and in addition to normal pre-delivery inspection activities) to identify vehicles with the condition. If the condition is found, dealers are to replace the engine under the existing exchange program, see PI0768C for details.

This service procedure should be completed on involved vehicles currently in dealership inventory as soon as possible but no later than October 31, 2013, at which time this bulletin will expire.

VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

Additionally, a list of involved vehicles currently in dealer inventory is available on the “Service Update Bulletin Information” link under the “Service” tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin.

PART INFORMATION

No parts are required for the drive audit. If an engine replacement is necessary, contact the Product Quality Center as instructed in bulletin # PI0768C, Engine Exchange Program.

SERVICE PROCEDURE**Caution:**

- **Noise will be a low frequency clack (deep noise – not a click or whine noise) at about the frequency of a person tapping their finger as fast as they can.**
- **If at any time during the test unusual engine noise develops stop the test and have the vehicle towed back to the dealership.**
- **If the rod bearing is spun during this test, the vehicle will have to be towed back to the dealership.**
- **Locate an area near the dealership where this procedure can be safely performed.**

1. Start vehicle and turn radio and HVAC off.
2. Let idle for one minute listening for unusual engine noises.
 - If engine noise is heard, determine source of engine noise. Refer to SI if required.
 - If no engine noise is heard, proceed to the next step.
3. Proceed to highway – obey all traffic laws.
4. Starting at 30 mph (50 km/h) do a wide open throttle to 60 mph (100 km/h).
5. Once vehicle speed reaches 60 mph (100 km/h), coast back down to 30 mph (50 km/h).
6. Repeat Steps 4 and -5 a total of ten times.
7. Return dealership, **PUT VEHICLE IN PARK**, shut off HVAC and all accessories, open hood, rev the engine to 3000-3,500 RPM, take foot off throttle and let RPM return to idle. Listen for unusual noises.
 - If no unusual noise is present, no further action is required.
 - If unusual noise is present, replace the engine following the instructions found in bulletin # PI0768C. Submit a warranty transaction for the drive audit using the labor code contained in this bulletin. Submit for the engine replacement under normal warranty.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

Labor Code	Description	Labor Time	Net Item
V2695	Drive Audit	1.0	*

* Submit for the actual cost for the gasoline required for the drive audit in Net Item, not to exceed \$4.50 USD, \$5.70 CAD.

DEALER PROGRAM RESPONSIBILITY

Dealers must take the steps necessary to ensure that the service update correction has been made to all involved vehicles in dealer inventory before selling, dealer-trading, or using the vehicle for demonstration purposes, but no later than October 31, 2013.



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GM CUSTOMER CARE AND AFTERSALES
DCS2842
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 31, 2012

Subject: 12270 – Service Update Bulletin – Inventory Vehicles Only
Engine Crankshaft Noise – Drive Audit

Models: 2013 Cadillac ATS and Chevrolet Malibu Equipped with 2.5L Engine (LCV)

To: All Cadillac and Chevrolet Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New Vehicle Sales Manager,
and Warranty Administrator

General Motors is announcing Service Update Bulletin 12270 today. The total number of U.S. vehicles involved is approximately 3,700. Please see the attached bulletin for details.

All 2013 model year Cadillac ATS and Chevrolet Malibu vehicles, equipped with a 2.5L engine, that are in dealer inventory and listed in the attached file must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the inspection contained in the Service Update Bulletin has been performed on the vehicle.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen will be updated November 2, 2012. A list of involved vehicles is attached to this message.

Service Update Bulletin (SUB) Information Link

The SUB Information Link in GlobalConnect will be updated in the near future.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES