



Service Bulletin



SERVICE UPDATE

SUBJECT: Service Update for Inventory Vehicles Only
Engine Piston Casting Error
Expires September 30, 2014

MODELS: 2013-2014 Chevrolet Malibu and Impala Equipped with
4 Cylinder Engine (RPO LCV or LKW)

Vehicles involved in this service update were placed on stop delivery August 29, 2013. Completion of the service procedure contained in this bulletin will release the vehicle from stop delivery and allow a dealer to deliver the vehicle to a customer.

An analysis of engine build data revealed that there could be a durability issue with the engines originally installed in these vehicles. To ensure the highest quality and best ownership experience for our customers, these engines need to be replaced prior to vehicle delivery. In the interest of full disclosure, dealer must inform the customer of the engine repair before the customer purchases the vehicle. Some states also have laws or regulations requiring disclosure. A written acknowledgement of this pre-delivery repair from the customer is strongly recommended.

PURPOSE

This bulletin provides a service procedure to replace the engine assembly on certain 2013-2014 Chevrolet Malibu and Impala vehicles equipped with 4 cylinder engine (RPO LCV or LKW). Due to a casting error, these vehicles may have engine pistons that are dimensionally incorrect. Over time, contact between the cylinder valves and the piston could result in engine noise, rough running and/or bent valves.

This service procedure should be completed on involved vehicles currently in dealership inventory as soon as possible but no later than September 30, 2014, 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.

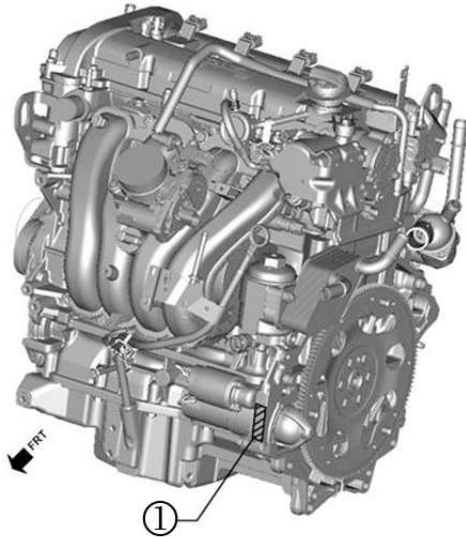
Additionally, a list of involved vehicles currently in dealer inventory is available on the “Service Update Bulletin Information” link under the “Service” tab in GM GlobalConnect.

PART INFORMATION

Replacement engines will be shipped directly to dealers at no charge from the involved engine assembly plants. Dealers should call the GM Product Quality Center (PQC) at 1-866-654-7654 to order a replacement engine. Dealers must reference “SUB 13283” to initiate the ordering process. **Do not order from General Motors Customer Care and Aftersales (GMCCA).**

Additional parts required to complete this service update are to be obtained from GMCCA. 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 |
|--------------------|--------------------|-------------------------|
| 12346290 | Engine Coolant | 2 |
| 19293000 | Engine Oil | 5 |
| 12640445 | Engine Oil Filter | 1 |

SERVICE PROCEDURE

3613307

Note: A VIN derivative is required to be permanently engraved on the new engine prior to installation. Refer to the illustration above for VIN engraving location point. VIN derivatives must be formatted as indicated below (# = last eight characters of the VIN).

Chevrolet Malibu: 1J*1#####B

Chevrolet Impala: 1S*1#####B

Dealers will be allowed to purchase one engraving tool and attachment as described below.

Name: Dremel Engraver Tool

Manufacturer: Dremel

Model: DRE29001, or equivalent

Attachment: Diamond Point #9929

1. Remove engine from the vehicle. Refer to *Engine Replacement (LCV) or Engine Replacement (LKW)* in SI.
2. Install a new engine in vehicle. Refer to *Engine Replacement (LCV) or Engine Replacement (LKW)* in SI.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

| Labor Code | Description | Labor Time | Net Item |
|---|--------------------|------------|-----------|
| 9100145 | Engine Replacement | 12.4 | \$400.00* |
| Cost of Engraving Tool and Attachment (Only One Per Dealership Allowed) | | | ** |

- * Engine exchange allowance. Dealer must provide all required information including the Engine Unit Number (EUN) of the new engine.
- ** Submit the actual cost of the engraving tool and attachment, not to exceed \$50.00.

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 or dealer-trading the vehicle, but no later than September 30, 2014.



GM CUSTOMER CARE AND AFTERSALES
DCS3040
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 6, 2013

Subject: 13283 – Service Update Bulletin
Engine Piston Casting Error
Release From Stop Delivery

Models: 2013-2014 Chevrolet Malibu and Impala
Equipped with 4 Cylinder Engine (RPO LCV or LKW)

To: All Chevrolet Dealers

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

Vehicles involved in this service update were placed on stop delivery August 29, 2013. Completion of the service procedure contained in this bulletin will release the vehicle from stop delivery and allow a dealer to deliver the vehicle to a customer.

General Motors is announcing Service Update Bulletin 13283 today. The total number of U.S. vehicles involved is 27. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen will be updated in GWM on September 9, 2013. A list of the involved vehicles is also attached.

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