



Service Bulletin



SERVICE UPDATE

SUBJECT: Service Update for Inventory Vehicles Only
Engine Knock Noise – Drive Audit
Expires November 30, 2014

MODELS: 2014 Buick Regal
2014 Cadillac ATS, CTS
2013-2014 Chevrolet Malibu
2014 Chevrolet Impala
Equipped with 2.5L Engine (LCV/LKW) or 2.0L Engine (LTG)

This service update involves vehicles in dealer inventory only and will expire November 30, 2014.

This bulletin requires a drive audit to determine if engine replacement is required. If an engine replacement is required, and in the interest of full disclosure, dealers must inform the customer of the engine replacement 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 perform a drive audit on **certain** 2013-2014 model year Chevrolet Malibu, 2014 model year Buick Regal, Cadillac ATS and CTS, and Chevrolet Impala vehicles, equipped with a 2.5L engine (LCV/LKW) or 2.0L engine (LTG). 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.

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

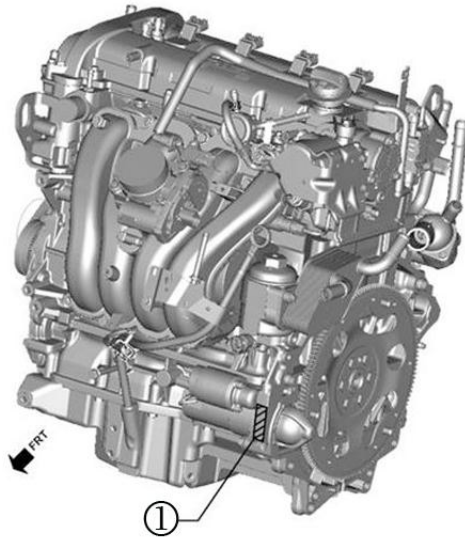
Additionally, a list of involved vehicles currently in dealer inventory is available on the “Service Update Bulletin Information” link under the “Service” tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin.

PART INFORMATION

Parts are not required for the drive audit.

For US/CN: In the rare event that the drive audit determines an engine replacement is required, engines are to be ordered from the Product Quality Center (PQC). Orders placed without PQC approval will automatically cancel.

For Export: In the rare event that the drive audit determines an engine replacement is required, engines are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). 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.

SERVICE PROCEDURE

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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).

Buick Regal: 1H*4#####B

Cadillac ATS, CTS: 1A*6#####B

Chevrolet Impala

(Hamtramck): 1S*1#####B

(Oshawa): 1H*1#####B

Chevrolet Malibu

(Fairfax): 1J*1#####B

(Hamtramck): 1S*1#####B

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 3,000-3,500 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. 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. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

| Labor Code | Description | Labor Time | Net Item |
|------------|-------------|------------|----------|
| 9100246 | 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 November 30, 2014.



GM CUSTOMER CARE AND AFTERSALES
DCS3093
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 11, 2013

Subject: 13387 – Service Update Bulletin
Engine Knock Noise – Drive Audit

Models: 2013-14 Chevrolet Malibu
2014 Buick Regal, Cadillac ATS and CTS, and Chevrolet Impala
Vehicles Equipped with 2.5L Engine (LCV/LKW) or 2.0L Engine (LTG)
Inventory Vehicles Only

To: All Buick, Cadillac, and Chevrolet Dealers

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

General Motors is announcing Service Update Bulletin 13387 today. The total number of U.S. vehicles involved is 15,566. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The “Investigate Vehicle History” (IVH) screen will be updated November 13, 2013.

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