



# Service Bulletin



## SERVICE UPDATE

**SUBJECT:** Service Update for Inventory and Customer Vehicles  
Front Bumper Fascia Air Deflector Replacement  
Expires with Base Warranty

**MODELS:** 2013 Chevrolet Malibu  
Equipped with Active Grille Shutters (VRI) and Located in Alabama,  
Arkansas, Arizona, Florida, Georgia, Louisiana, Mississippi, New Mexico,  
Oklahoma, South Carolina, Texas, and Israel

**This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.**

### PURPOSE

This bulletin provides a service procedure to replace the front bumper fascia air deflector on **certain** 2013 model year Chevrolet Malibu vehicles that are equipped with active grille shutters (VRI) and located in the following hot weather areas: Alabama, Arkansas, Arizona, Florida, Georgia, Louisiana, Mississippi, New Mexico, Oklahoma, South Carolina, Texas, and Israel. The front grille shutter actuator on these vehicles may exceed the actuator's angular tolerance range. This could cause the illumination of the Service Engine Soon lamp; however it does not affect the operation of the grille shutter assembly and it will continue to operate properly.

**This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.**

### 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). Customer

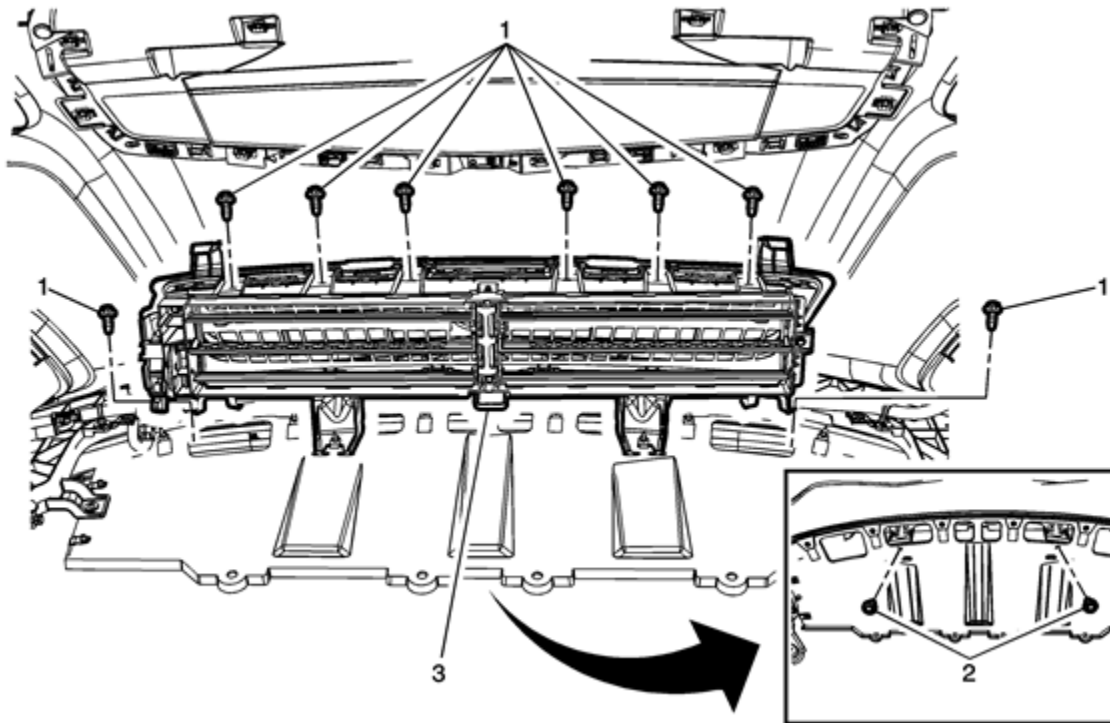
vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

**PART INFORMATION**

Parts required to complete this service update 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
23183782	SHUTTER, FRT BPR (2013 Malibu)	1

**SERVICE PROCEDURE**



2717668

1. Remove the front bumper fascia air deflector from the vehicle. Refer to *Front Bumper Fascia Air Deflector* in SI.
2. Install a new front bumper fascia air deflector. Refer to *Front Bumper Fascia Air Deflector* 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
9100257	Front Bumper Fascia Air Deflector Replacement	1.2

## DEALER PROGRAM RESPONSIBILITY

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.



GM CUSTOMER CARE AND AFTERSALES  
DCS3102  
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 27, 2013

Subject: 13376 – Service Update Bulletin  
Front Bumper Fascia Air Deflector Replacement

Models: 2013 Chevrolet Malibu Equipped with Active Grille Shutters (VRI)  
and Located in Alabama, Arkansas, Arizona, Florida, Georgia,  
Louisiana, Mississippi, New Mexico, Oklahoma, South Carolina,  
Texas

To: All 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 13376 today. The total number of U.S. vehicles involved is approximately 2,800. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The “Investigate Vehicle History” (IVH) screen will be updated November 27, 2013. A list of involved vehicles in dealer inventory 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