



Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: Rear Suspension Bolts May Not Be To Proper Torque Specification

MODELS: 2013 Chevrolet Malibu

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2013 model year Chevrolet Malibu vehicles. These vehicles may have been built with one or more rear suspension bolts that were not tightened to the specified torque. The effect will vary depending on which bolt is involved and the progression of the condition. Initially, noise and a minor handling effect may be noticed. As the condition progresses, sudden changes in the vehicle handling could occur and the driver may not be able to control the vehicle, particularly at higher speeds, which could result in a crash without prior warning.

CORRECTION

Dealers are to check the rear suspension bolts' torque and retighten to the proper torque specification, if necessary. In some cases, rear alignment adjustment may be required.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel 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.

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 US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. 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 recall 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 recall.

PART INFORMATION

Parts required to complete this recall 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.

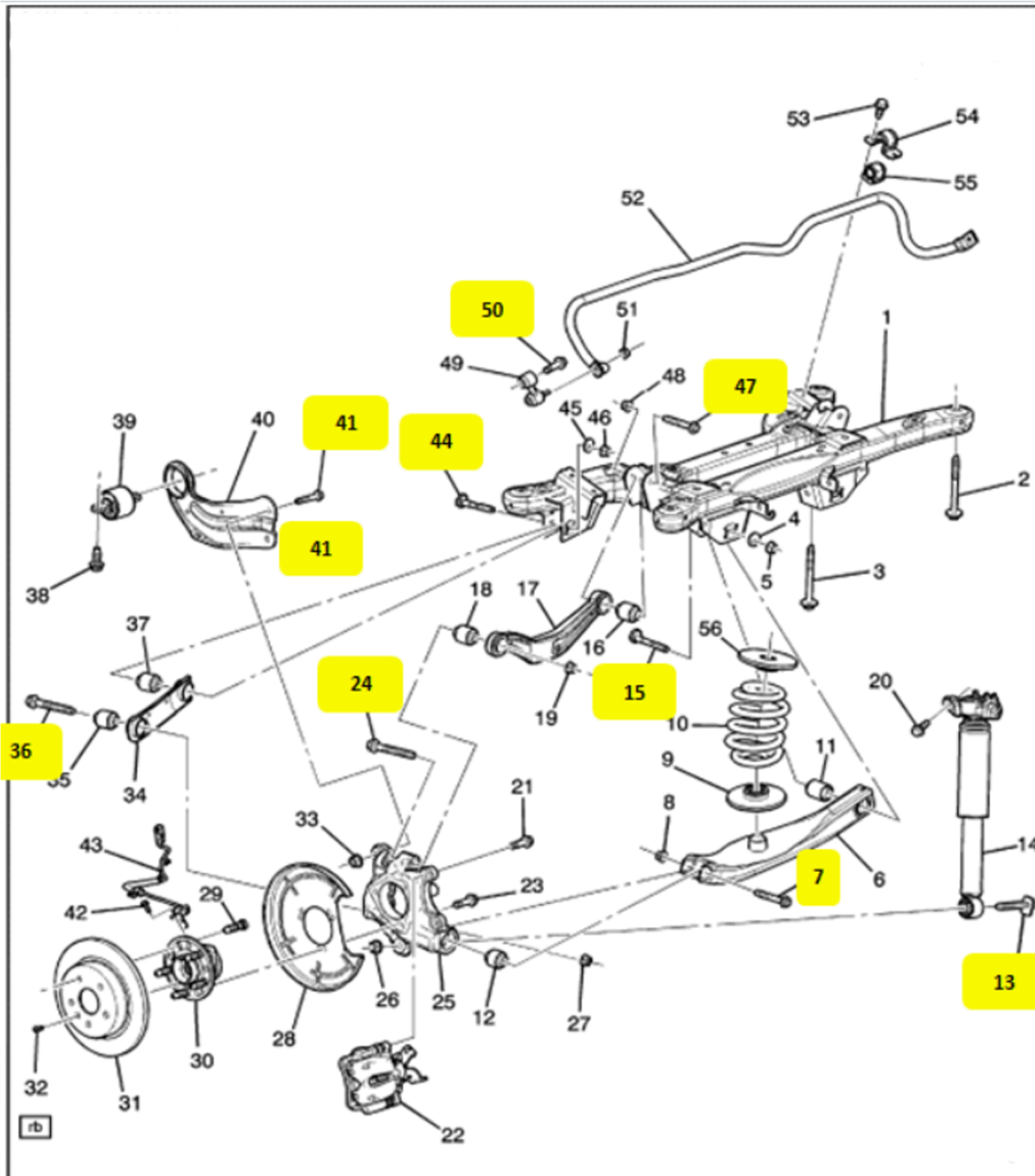
Name	Bolt Part Number	Washer Part Number	Nut Part Number
Bolt-Rear Shock Absorber to Knuckle	11611099	n/a	11516382
Bolt - Rear Stab Bar Shaft Link	11588744	n/a	n/a
Bolt - Rear Suspension Link Inner	13219181	13219183	11094488
Bolt - Rear Suspension Link Outer	11561300	n/a	11516382
Bolt - Rear Suspension Lower Control Arm Inner	13219184	13219183	11094488
Bolt - Rear Suspension Lower Control Arm Outer	11609607	n/a	11516078
Bolt - Rear Suspension Trailing Arm to Knuckle	11589355	n/a	11516382
Bolt - Rear Suspension Trailing Arm to Knuckle	11589355	n/a	11516382
Bolt - Rear Suspension Upper Control Arm Inner	11589279	n/a	11516078
Bolt - Rear Suspension Upper Control Arm Outer	11611105	n/a	11094506

SERVICE PROCEDURE

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
2. Remove the rear driver and passenger side tire. Refer to *Tire and Wheel Removal and Installation* in SI.
3. Perform a static torque inspection on the 20 rear suspension fasteners listed in the *Static Torque Specification Table* in this bulletin.
 - Ensure the 20 fasteners meet the minimum static torque specification provided in the table. Refer to the table to determine if torque must be applied to the bolt or nut.
 - Replace ALL fasteners that do NOT meet the minimum torque specification with a new fastener. The fastener part number is provided in the *Parts Information* section of the bulletin.

- If required, refer to the following rear suspension documents in SI for fastener location, removal and installation information. Some fastener replacements will require a wheel alignment after the fastener is replaced. Carefully read and follow the instructions provided in SI.
 - Adjust Link Replacement
 - Rear Suspension Control Arm Replacement
 - Stabilizer Shaft Link Replacement
 - Shock Absorber Replacement
 - Upper Control Arm Replacement
 - Lower Control Arm Replacement
 - 4. Install the rear driver and passenger side tire. Refer to *Tire and Wheel Removal and Installation* in SI.
- Note:** Only perform a wheel alignment if a fastener is replaced and SI documentation states that it is necessary to perform the alignment when the fastener is replaced.
- 5. If required, perform a wheel alignment. Refer to the appropriate wheel alignment information in SI.
 - 6. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

Fastener Location Overview



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Static Torque Specification Table

FLO Illustration Number.	Bolt Reuse	Bolt Name	Bolt P/N.	Nut P/N	Static Specification Min (Nm)
13	No	Rear Shock Absorber to Knuckle	11611099		170 Nm
50	Yes	Rear Stab Bar Shat Link	11588744		50 Nm
44	No	Rear Suspension Link Inner	13219181	11546953	100 Nm
36	No	Rear Suspension Link Outer	11561300		130 Nm
15	No	Rear Suspension Lower Control Arm Inner	13219184	11546953	100 Nm
7	No	Rear Suspension Lower Control Arm Outer	11609607		90 Nm
41	No	Rear Suspension Trailing Arm to Knuckle	11589355		160 Nm
Opposite to 41	No	Rear Suspension Trailing Arm to Knuckle	11589355		160 Nm
47	No	Rear Suspension Upper Control Arm Inner	11589279	11516078	80 Nm
24	No	Rear Suspension Upper Control Arm Outer	11611105		190 Nm

Shaded cells indicate where the torque must be applied: bolt or nut. Always use a backup wrench and calibrated torque wrench to verify torque.

Fastener Replacement Torque Specification Table

Name	Bolt P/N	Nut P/N	Service Torque	
			First Pass (Nm)	Final Pass (degrees)
Bolt-Rear Shock Absorber to Knuckle	11611099		150	60
Bolt - Rear Stab Bar Shat Link	11588744		55	NA
Bolt - Rear Suspension Link Inner	13219181	11546953	90	60
Bolt - Rear Suspension Link Outer	11561300		115	90
Bolt - Rear Suspension Lower Control Arm Inner	13219184	11546953	90	60
Bolt - Rear Suspension Lower Control Arm Outer	11609607		70	90
Bolt - Rear Suspension Trailing Arm to Knuckle	11589355		150	30
Bolt - Rear Suspension Trailing Arm to Knuckle	11589355		150	30
Bolt - Rear Suspension Upper Control Arm Inner	11589279	11516078	70	60
Bolt - Rear Suspension Upper Control Arm Outer	11611105		150	90

Part numbers in bold type indicate where the torque must be applied: bolt or nut. Always use a backup wrench and calibrated torque wrench to verify torque.

COURTESY TRANSPORTATION – For US and Canada

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
V2763	Rear Suspension Fastener Torque Verification – No Further Action Req'd	1.2
V2764	Rear Suspension Fastener Torque Verification & Replacement &/or Wheel Alignment	1.3–3.2

CUSTOMER NOTIFICATION – For US

General Motors will notify customers of this recall on their vehicle via FedEx Overnight mail (see copy of customer letter included with this bulletin).

CUSTOMER NOTIFICATION – For Canada

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

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

DEALER RECALL RESPONSIBILITY – For US and Export (US States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair

their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

DEALER RECALL RESPONSIBILITY – All

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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. Recall 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 recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.



January 2013

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2013 model year Chevrolet Malibu vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

I M P O R T A N T

- Your vehicle is involved in safety recall 13008.
- Schedule an appointment with your Chevrolet dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Your vehicle may have been built with one or more rear suspension bolts that were not tightened to the specified torque. The effect will vary depending on which bolt is involved. In some cases, noise and a minor handling effect will be noticed. Other cases could result in sudden changes in the vehicle handling and, particularly at higher speeds, you may not be able to control the vehicle and a crash could occur without prior warning.

What will we do?

Your Chevrolet dealer will check and, if necessary, retighten the rear suspension bolts to ensure that they are at the proper torque specifications. In some cases, a rear alignment may be required. This service will be performed for you at no charge. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual bolt inspection time of approximately 1 hour and 15 minutes. If bolts need to be retightened and a rear alignment is necessary, up to another 2 hours may be required.

What should you do?

You should contact your Chevrolet dealer immediately to schedule a service appointment.

Do you have questions?

If you have 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)
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	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jim Moloney
General Director,
Customer and Relationship Services

GM Recall #13008