



Program Bulletin

CUSTOMER SATISFACTION PROGRAM

SUBJECT: Front Strut - Noise

MODELS: 2012-2013 Chevrolet Colorado

CONDITION

On some 2012-2013 model year Chevrolet Colorado vehicles, squeaking or creaking noise may be heard from the front suspension during driving.

CORRECTION

Change the Spring Seat Isolator (Improved part – Part no 92272820) and BUMPER, FRT S/ABS UPR (LOWER) (Improved part – Part no 92272819) and other damaged part as necessary.

VEHICLES INVOLVED

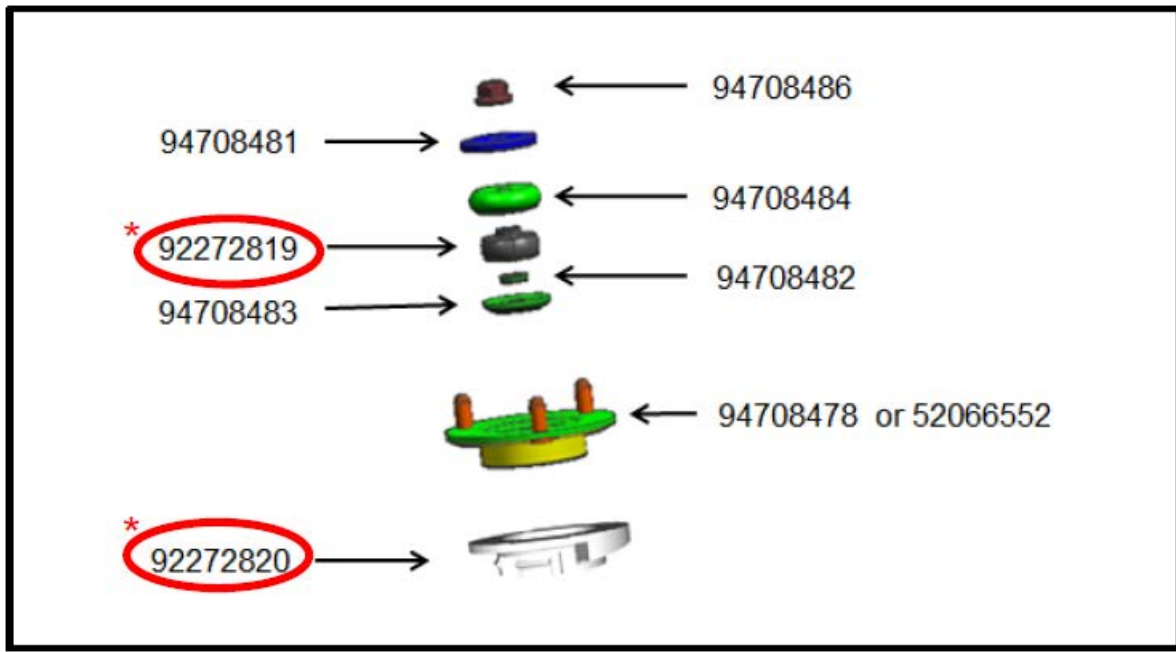
All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. 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 program 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 program.

PART INFORMATION

Parts required to complete this program 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.



Improved part – Change all of the affected VINs

Item	Part No	Quantity	Remark
Spring Seat Isolator (Improved part)	92272820	2	Replace all VINs
BUMPER, FRT S/ABS UPR ((LOWER) (Improved part)	92272819	2	Replace all VINs

Part information – Change as necessary

Item	Part No	Quantity	Remark
Top Mount Bracket (W/O Spring Seat Isolator 92272820)	52066552	2	Replace if damaged
NUT, FRT S/ABS	94708486	2	Replace if damaged
BUMPER, FRT S/ABS UPR ((UPPER)	94708484	2	Replace if damaged
SHER, FRT S/ABS	94708483	2	Replace if worn more than 1mm
WASHER, FRT S/ABS (UPR)	94708482	2	Replace if worn more than 1mm
ABSORBER, FRT SHK	Based on vehicle options	2	Replace if worn more than 1mm
WASHER, FRT S/ABS UPR BRKT	94708481	2	Replace if damaged

Remark:

P/N 94708478: Top mount bracket with Spring Seat Isolator - Old part number

P/N 52066552: Top Mount Bracket without Spring Seat Isolator – New Part number

SERVICE PROCEDURE

1. Identify and/or confirm that the complaint noise is a squeaking noise from the front suspension while driving.
2. Remove both front struts (even if there is only a noise from one side).

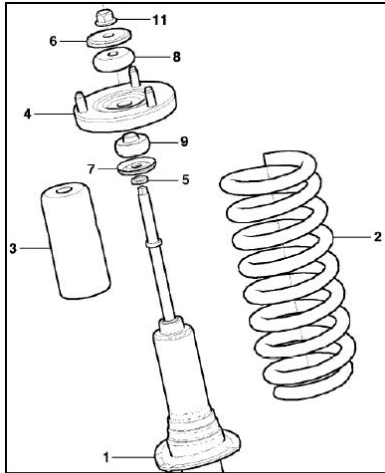


Figure 1

3. Before removing the top mount bracket (refer figure 1, item 4), place alignment marks on the top mount bracket and spring using the outboard mounting bolt on the strut top bracket as a reference. Mark the bottom of the spring to shocker absorber as well. These marks should all be aligned as shown in figure 2 and 3.

Warning: Follow ALL procedures for Removal found in SI. Spring is under tension and could cause injury if not removed in accordance with all instructions.



Figure 2 – Top plate marking

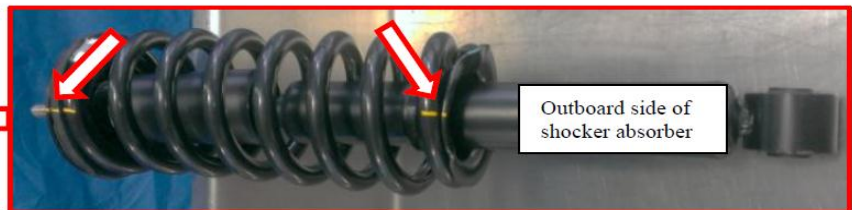


Figure 3 – Shocker absorber assembly

4. Remove the top mount plate. Ensure SI procedures are followed as the spring is under tension and injury could occur if incorrectly disassembled.
5. Refer to figure 1 - the lower bush (9) will be replaced as well as the spring seat isolator (not shown in figure 1). In addition, inspect the top mount bracket (4), cup washer (7), upper bush (8), and shocker absorber rod (1) for damage. Follow these guidelines to determine if these parts should be replaced:
 - Place a straight edge along the shocker absorber rod as shown in figure 4.
 - Measure the depth of wear on the shaft. If the wear is greater than 1mm, replace the shock absorber.
 - Inspect the steel washer (silver) that is pressed into the centre of the top mount bracket. If the washer has worn through to the black steel mount bracket, then replace the top mount bracket, refer figure 5.

- Inspect the upper bush (8), if the bush is out of shape or is damaged, replace the bush. In most cases it is expected that the upper bush can be reused. Do not replace it unless necessary.
- Inspect the cup washer (7) for distortion or other damage. Replace only if required.

Figure 4 — Measure Gap Between Straight Edge and Shock Rod

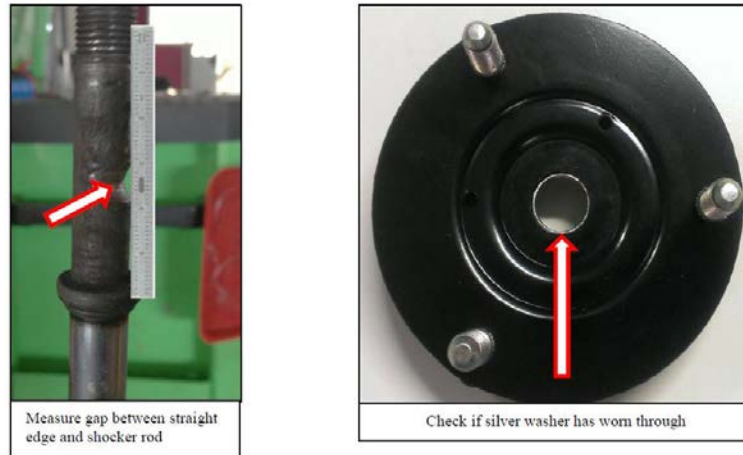


Figure 5 — Check if Silver Washer Has Worn Through

6. Install the revised spring seat isolator (92272820) to the top of the spring. The revised isolator has a step or recess in it for the end spring coil to sit in. Ensure the spring sits fully into the step/recess, refer figure 6 & 7.



Figure 6

Figure 7

7. Install the revised top mount lower bush part number 92272819 to the strut top bracket. Ensure the inner lip of the bush is not pinched or folded when installing. Refer figure 8.



Figure 8

8. Install the top mount assembly into the rubber isolator taking care to align the paint marks, refer figure 9 & 10.



Figure 9



Figure 10

9. Reassemble the strut assemblies following SI procedures. Ensure the spring is aligned and fully seat at the bottom.

10. Test and confirm the noise is eliminated.

WARRANTY INFORMATION

Submit a transaction using the table below.

Labour code	Description	Labour Time
9100134	Inspection and Correction front shock absorber noisy	1.6

DEALER PROGRAM RESPONSIBILITY

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

Dealers are to contact affected vehicle owners for them to bring their vehicles into service centers to have this issue corrected at no charge to customers, regardless of mileage, age of vehicle, or ownership.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle 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.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

Dear Chevrolet Customer,

This notice is sent to inform you that Chevrolet is conducting a customer satisfaction program on certain MY 2012/2013 Chevrolet Colorado vehicles.

We have learned that on some involved vehicles, a squeaking or creaking noise may be heard from the front suspension during driving.

Your satisfaction is very important to us. We therefore, would like to announce this program to prevent this condition or, if it has occurred, to fix it.

According to our records, you own a vehicle which is subjected to this customer satisfaction program. We hereby request you to visit your nearby authorized dealer and/or service center to have your vehicle immediately inspected for the Front shock absorber condition and correction.

Please contact your authorized dealer and/or service center to schedule an appointment for this program. Service instructions have already been sent to your authorized dealer and/or service center and this service can be completed in 2 hours under service appointment.

If you have any questions or concerns, please feel free to contact your Chevrolet Customer Relations Department at -----.

We apologize for inconvenience.

Sincerely,

[Put you company name]