



# Program Bulletin

## CUSTOMER SATISFACTION PROGRAM

**SUBJECT:** Front Strut Noise Phase II

**MODELS:** 2013 Chevrolet Trailblazer

### **CONDITION**

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

### **CORRECTION**

Change the Spring Seat Isolator (Improved part – Part no 52057793 and BUMPER, FRT S/ABS UPR (LOWER) (Improved part – Part no 92272819) and other damaged part as necessary.

The improved spring must be installed/replaced for only Trailblazer built during SORP – April 2013.

### **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 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.

**Required parts for the affected VINs - Phase II (GFAN A140041)**

Item	Part No	Quantity per unit	Remark
INSULATOR, FRT SPR UPR (Improved part); Supplier BASF for phase II	52057793	2	Replace all VINs
BUMPER, FRT S/ABS UPR ( (LOWER) (Improved part)	92272819	2	Replace all VINs
SPRING, FRT(3.6l Gasoline AT 2WD – 5 pass)	94751368	2	The improved spring must be installed/Replaced for Trailblazer built during SORP – April 2013
SPRING, FRT(3.6l Gasoline AT/MT 4WD full, 2.5D 2WD – 7 pass)	94751369	2	
SPRING, FRT(2.8l Diesel AT/MT 4WD full – 7 pass)	94724002	2	

**Part information – Replace if damaged**



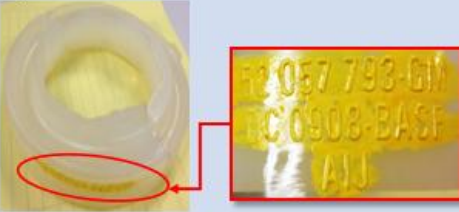



Item	Part No	Quantity per unit	Remark
MOUNT, FRT S/ABS UPR (W/O INSULATOR, FRT SPR UPR 92272820)	52066552	2	Replace if damaged
NUT, FRT S/ABS	94708486	2	Replace if damaged
BUMPER, FRT S/ABS UPR ( (UPPER)	94708484	2	Replace if damaged
SHER, FRT S/ABS	94708483	2	Replace if worn more than 1mm
WASHER, FRT 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

**Reference:**

P/N 94708478: Top Mount Bracket with INSULATOR, FRT SPR UPR **Old part number**

P/N 52066552: Top Mount Bracket without INSULATOR, FRT SPR UPR **New Part number**

### Service Parts Identification

<p>1. INSULATOR, FRT SPR UPR (Supplier: ZF BOGE) P/N 92272820</p>  <p>2. BUMPER, FRT S/ABS UPR (LOWER) P/N 92272819</p>  <p>3. INSULATOR, FRT SPR UPR (Supplier: BASF) P/N 52057793</p> 	<p>4. SPRING, FRT: P/N Based on vehicle option P/N 94724002 - 2.8l Diesel AT/MT 4WD full</p>  <p>Yellow Blue/Blue</p> <p>P/N 94751368 - 3.6l Gasoline AT 2WD</p>  <p>Yellow Blue/Yellow</p> <p>P/N 94751369 - Gasoline AT/MT 4WD full, 2.5D 2WD</p>  <p>Yellow Blue/Green</p>
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### SERVICE PROCEDURE

1. Check the Customer VIN with the affected VIN list in order to replace parts based on the recommended instruction.
2. Identify and/or confirm that the complaint noise is a squeaking noise from the front suspension while driving.
3. Remove both front struts (even if there is only a noise from one side).

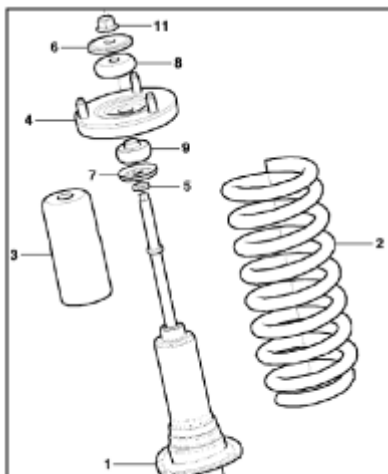


Figure 1

4. 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 shock 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



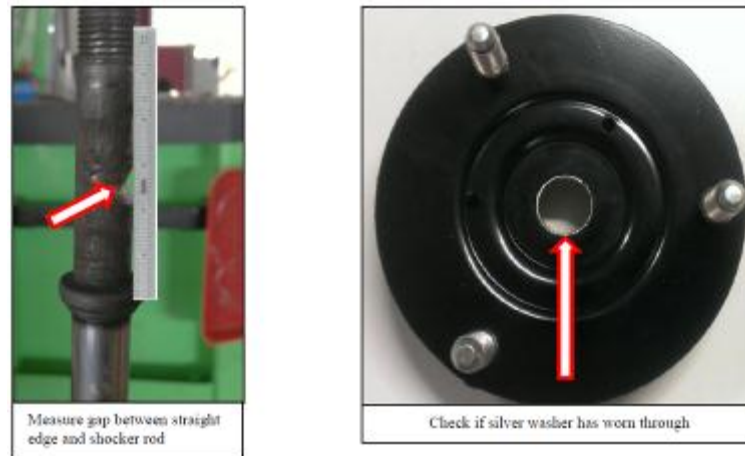
Figure 3 – Shocker absorber assembly

5. Remove the top mount plate. Ensure SI procedures are followed as the spring is under tension and injury could occur if incorrectly disassembled.

6. Refer to figure 1 - the lower bush (9) will be replaced as well as the spring seat insulator (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

7. Install the revised spring seat insulator (52057793) to the top of the spring. The revised insulator 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.

Phase II :

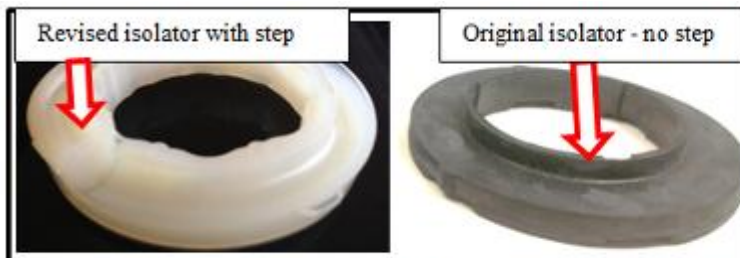


Figure 6



Figure 7

8. 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

9. Reassemble the strut assemblies following SI procedures. Ensure the new spring is installed according to vehicle specification; SPRING, FRT (3.6l Gasoline AT 2WD – 5 pass), SPRING, FRT (3.6l Gasoline AT/MT 4WD full, 2.5D 2WD – 7 pass), SPRING, FRT (2.8l Diesel AT/MT 4WD full – 7 pass).

10. Test and confirm the noise is eliminated.

**WARRANTY INFORMATION**

Submit a transaction using the table below.

<b>Labour code</b>	<b>Description</b>	<b>Labour Time</b>
9100381	A140041 31UX C Front Strut Noise_Inspection	0.1
9100380	A140041 31UX C Front Strut Noise MY12-13 Replace Insulator (White Color), Lower Bushing, New Coil Spring and others (If damaged)	1.6

\*In case of customer did the modification on a shock absorber or replace a new shock absorber, Labour operation code 9100381 will be applied for this case to close a job card.

All claims related to this activity will need to be submitted to GWM and GMTH within September, 2016.

**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.

**DD MM 2014**

Dear Chevrolet Customer,

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

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GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.

