



Service Bulletin



SERVICE UPDATE

SUBJECT: STARTER MOTOR B+ CABLE ATTACHMENT

MODELS: 2011- 2013 CHEVROLET CAPTIVA

This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason.

PURPOSE

This bulletin provides a service procedure to inspect the starter motor B+ cable attachment. If no damage is found, the started motor B+ cable attachment nut is to be replaced. If there is evidence of no crank/no start and damage (**LESS THAN 0.24% EXPECTED**), the starter motor, starter motor battery cable and starter motor battery cable nut are to be replaced.

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.

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.

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.

Part Number	Part Name	Quantity/ Vehicle	Remark
21021808	B+ cable nut	1	
25183761	Starter motor	1	Used for only no cranking or no starting case
95389088	Cable ASM-Battery Positive & Negative (A/T)	1	
95389089	Cable ASM-Battery Positive & Negative (M/T with Stop & start)	1	
95389090	Cable ASM-Battery Positive & Negative (M/T with Non-stop & start)	1	
96350814	Exhaust front pipe gasket	1	Used for only AWD vehicle

- For AWD vehicle only, the new gasket is required only for the installation of the exhaust particulate filter. The gasket from the exhaust resonator does not need to be replaced.
- Please place an order for starter motors and battery cables, **based on failure rate 0.24% (No cranking and no engine start).**

SERVICE PROCEDURE

Replace B+ cable nut with new one and mark “ I “ on the nut. If no vehicle start condition due to starter motor B+ cable melt, replace starter motor and battery cable including nut with (one piece terminal type) new ones.

■ **B+ CABLE NUT REPLACEMENT PROCEDURE**

1. Open the hood.
2. Disconnect the negative battery cable.
3. Raise and suitable support the vehicle.
4. Remove the engine shield.

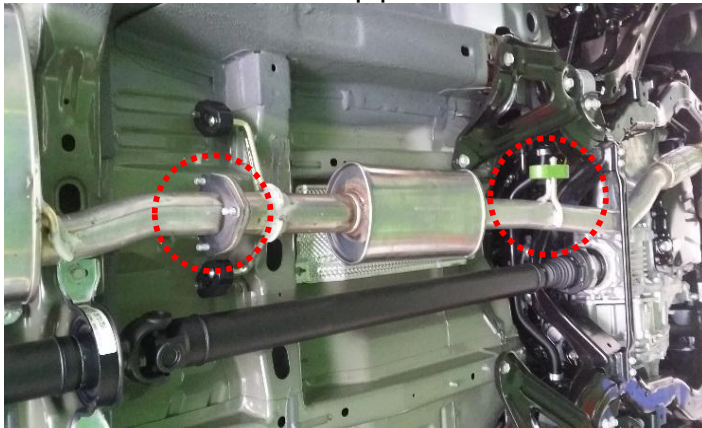


If FWD vehicle, go to step 6 for replacement of B+ cable nut without any additional preparation process.

If AWD vehicle, go to step 5 for securing working space.

[AWD Vehicle Case]

5. Disconnect front exhaust pipe from each connection area to secure working space.

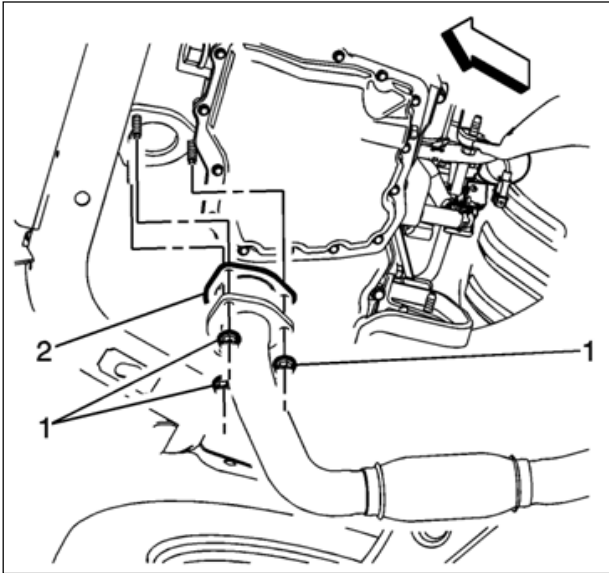


. Unfasten the exhaust resonator 3 nuts and remove front pipe from the exhaust isolator for moving front exhaust pipe.



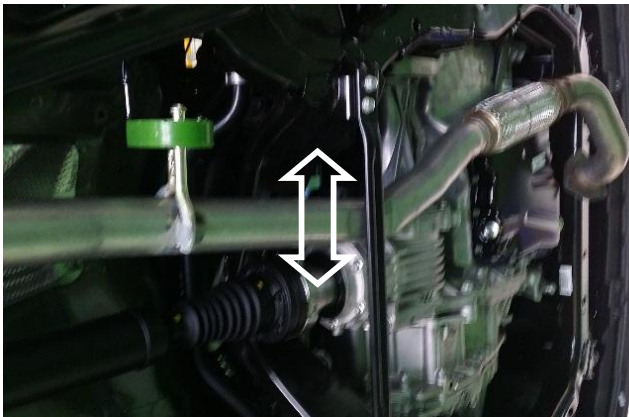
NOTE: Do not need to remove the exhaust resonator 3 nuts. The exhaust resonator gasket can be reused because of no any damage on the gasket.

. Remove the exhaust particulate filter 3 nuts.



NOTE: Discard the exhaust particulate filter gasket. Use the new gasket for the filter installation.

. Hang the front exhaust pipe on the underbody brace and secure working space for a hand accessible by moving the pipe.



6. Remove the B+ cable nut and clean up the B+ stud if there is any contamination such as dust or oil.



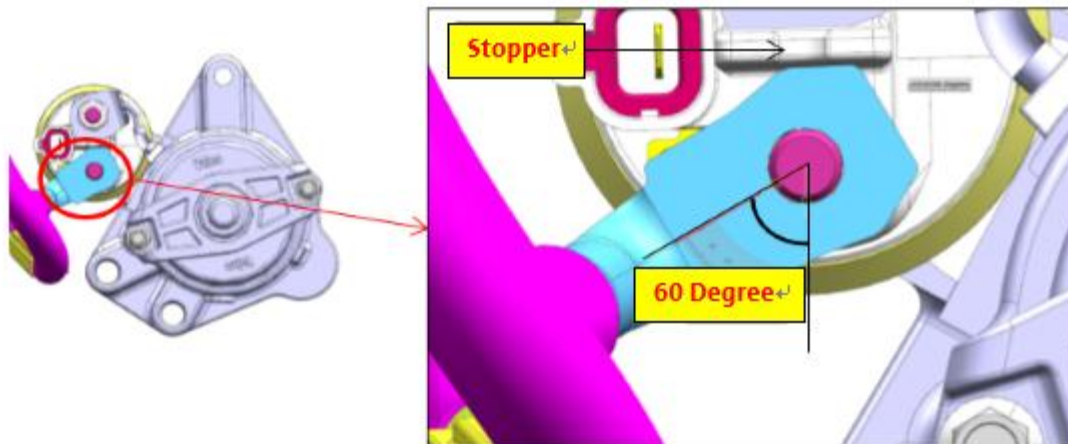
- 7. Install new B+ cable nut and mark ' I ' on the nut.
. **Tighten** the nut to 10 N.m.



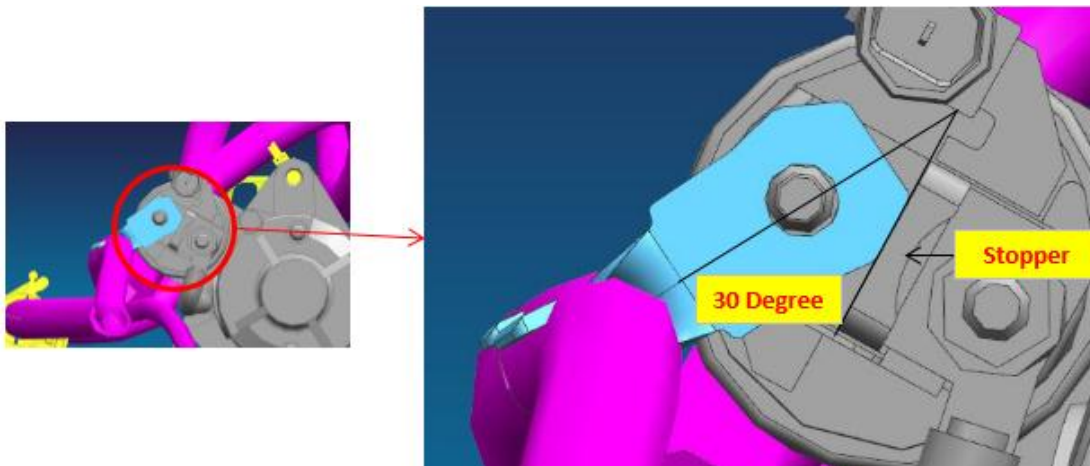
[" I " Marking]

IMPORTANT: Keep the terminal stack condition properly and keep the angle as requested.

- A/T & M/T (Non-Stop& Start)



- M/T (Stop& Start)



8. Install the front exhaust pipe to the exhaust resonator and tighten the nuts to 40 N.m (30 lb.ft).
NOTE: The nut could be damaged if the nut is tightened by air tool.

9. Install the front exhaust pipe to the exhaust particulate filter and tighten the nuts to 50 N.m (37 lb.ft).
NOTE: The nut could be damaged if the nut is tightened by air tool.

- 10. Install the engine shield.
- 11. Lower the vehicle.
- 12. Connect the negative battery cable.
- 13. Close the hood.
- 14. Start the engine and check for exhaust leaks.

■ **STARTER MOTOR & BATTERY CABLE & B+ CABLE NUT REPLACEMENT PROCEDURE**

In case that vehicle has no crank & no engine start, replace starter motor, battery cable and nut as well and then mark " I " on the nut.

Please refer to replacement procedure in the Service manual and follow it.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Operation Code	Labor Operation Description	M/H	Additional Time	Remark
9100522	B+ cable nut replacement & I marking (FWD)	0.5	N/A	FWD vehicle
	B+ cable nut replacement & I marking (AWD)	0.7	N/A	AWD vehicle

9100523	Starter motor & battery cable replacement & I marking (FWD)	1.2	N/A	FWD vehicle
	Starter motor & battery cable replacement & I marking (AWD)	2.6	N/A	AWD vehicle

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, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

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.



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