



Service Bulletin



SERVICE UPDATE

SUBJECT: Service Update for Inventory and Customer Vehicles
Engine Bearing Bedplate Mismatched to Engine Block
Expires with Base Warranty

MODELS: 2015 Chevrolet Malibu, Impala
Equipped with 4 Cylinder Engine (RPO LKW)

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 inspect engine bearing bedplate and engine block serial numbers on certain 2015 model year Chevrolet Malibu and Impala vehicles equipped with a 4 cylinder engine (RPO LKW) to ensure that they match. If the serial numbers match, no further action is required. If the serial numbers do not match, the engine must 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 during the New Vehicle Limited Warranty coverage period.

VEHICLES INVOLVED

All involved vehicles are identified by VIN on the Investigate Vehicle History screen in the Global Warranty Management system. 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 verify vehicle 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 (U.S.) or attached to the GlobalConnect message (Canada) used to release this bulletin. 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 (GMCCA). 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
12656343	ENGINE ASM-GASOLINE (SERVICE)	1 (If Needed)

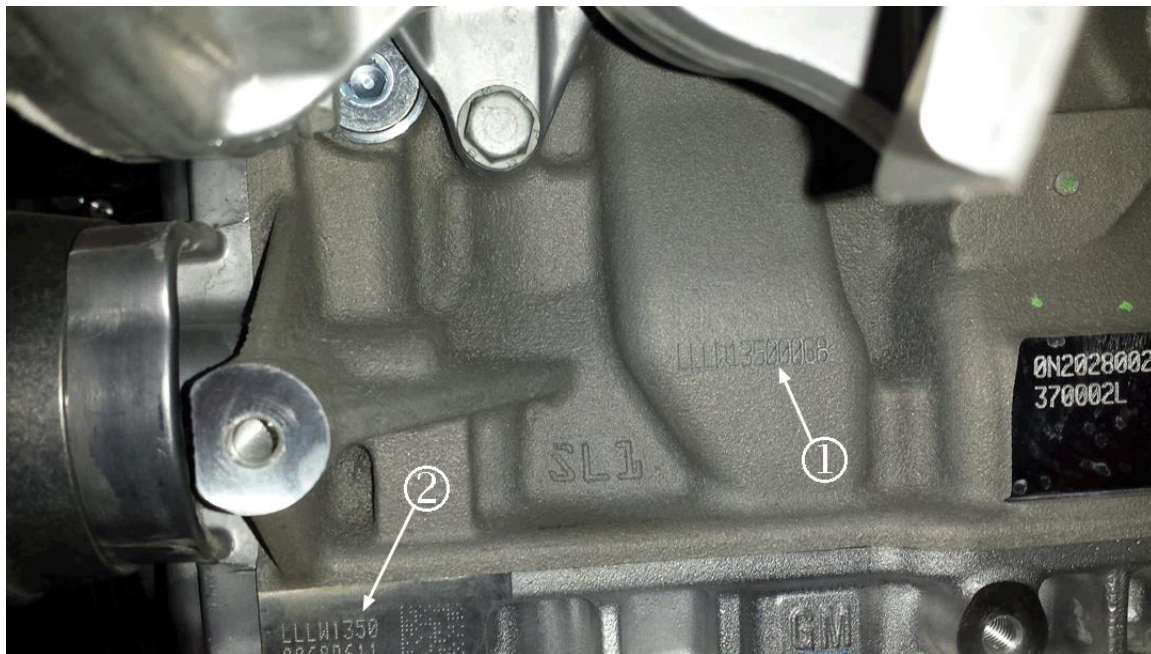
SPECIAL TOOLS

A borescope is required to complete the inspection in this bulletin. If your dealership does NOT have a borescope, this bulletin provides a net item allowance to purchase one borescope. Some entry-level borescopes can be purchased for \$20.00-30.00 but require a laptop computer to view images. The Cen-Tech Digital Inspection Camera, P/N 67979, can be purchased for under \$100.00 and includes the following features:

- On-screen image reverse and 180 degree rotation.
- 38 inch watertight flex shaft with 16 mm CMOS video imager head.
- Built-in 2.4 inch color LCD display with 480 X 234 resolution.
- Oil and scratch resistant tempered glass lens.
- Two white LED lamps for low light viewing.

SERVICE PROCEDURE

1. Open the hood and locate the exhaust manifold heat shield.
2. Remove the exhaust manifold heat shield. Refer to *Exhaust Manifold Heat Shield Replacement* in SI.



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Note: A borescope is required to view the engine block number (1) and engine block bed plate (2) numbers.



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3. Route the borescope under the exhaust manifold as shown in the photograph to gain access to the engine block.
4. Using a borescope locate the engine block number and engine block bed plate number. The numbers are located behind the A/C compressor and on the engine block.
5. Determine if the first 12 digits of the engine block number are the same as the first 12 digits of the engine block bed plate number.
 - If the part numbers are the same, no further action is required. Install the exhaust manifold heat shield and close the hood. Refer to *Exhaust Manifold Heat Shield Replacement* in SI.
 - If the part numbers are NOT the same, remove and replace the engine. Refer to *Engine Replacement* 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	Net Item
9101137	Inspect Engine Bedplate and Engine Block Serial Numbers *	0.5	N/A
9101205	Purchase of Borescope or Camera, if Required One-Time Submission per Dealership	N/A	**

* If engine replacement is required, also submit a ZREG transaction type using the appropriate labor code and labor time published in the Labor Time Guide.

** The amount identified in Net Item should represent the cost to purchase a borescope or camera if the dealership does not currently own one of these special tools. This amount should not to exceed \$100.00 USD or \$118.00 CAD. This is a one-time charge per dealership, if required.

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
DCS3499
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 13, 2015

Subject: 14688 – Service Update Bulletin
Engine Bearing Bedplate Mismatched to Engine Block

Models: 2015 Chevrolet Malibu and Impala Equipped with 4-Cylinder Engine (LKW)

To: All Chevrolet Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New Vehicle Sales Manager,
and Warranty Administrator

General Motors is releasing Service Update Bulletin 14688 today. The total number of U.S. vehicles involved is approximately 550. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The “Investigate Vehicle History” (IVH) screen will be updated January 14, 2015. A list of involved vehicles in dealer inventory is attached to this message.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES