



Service Bulletin

SERVICE UPDATE

SUBJECT: Service Update for Inventory and Customer Vehicles - Front Lower Control Arm Rear Link Ball Joint Re-torque – Both Sides
Expires with Base Warranty

MODELS: 2014-2015 Chevrolet Caprice, Caprice PPV, SS

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 re-torque the front lower control arm rear link ball joint nuts on **certain** 2014-2015 model year Chevrolet Caprice and SS vehicles. These vehicles may have under torqued front lower control rear link ball joint nuts. This condition may result in a clunk or rattle type noise in the front suspension.

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 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.

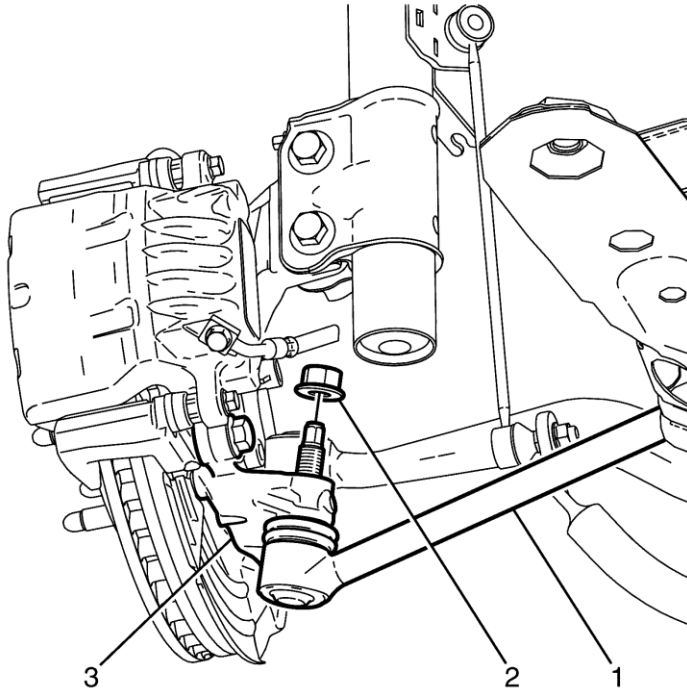
Additionally, a list of involved vehicles currently in dealer inventory is available on the “Service Update Bulletin Information” link under the “Service” tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

PART INFORMATION

No parts are required for this repair.

SERVICE PROCEDURE

Use the following steps to re-torque the front lower control arm rear link ball joint nuts. The nut will need to be torqued to a maximum value to seat the joint, then loosened and torqued to the correct specification. This procedure must be carried out on both the left and right front lower control rear link ball joints.



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Note: It is not necessary remove the wheel.

Note: It is not necessary to replace the nut with a new part.

Note: Ensure the procedure is repeated on both sides of the vehicle.

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
2. Torque the existing front lower control arm rear link (1) ball joint nut (2) to **150 Nm (111 lb-ft)** to fully seat the joint in the steering knuckle (3).
3. Loosen the ball joint nut (2) 180 degrees.
4. Re-torque the ball joint nut (2) to **55 Nm (41 lb-ft)**.
5. Tighten nut another 30 degrees.

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
9101379	Front Ball Joint Re-Torque (Both Sides)	0.2

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
DCS3598
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 24, 2015

Subject: 15019 – Service Update Bulletin
Front Lower Control Arm Rear Link Ball Joint Re-torque – Both
Sides

Models: 2014-2015 Chevrolet Caprice, Caprice PPV And SS

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 15019 today. The total number of U.S. vehicles involved is approximately 1167. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The “Investigate Vehicle History” (IVH) screen will be updated March 25, 2015. A list of involved vehicles in dealer inventory is attached to this message.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES