

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4017
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 2, 2016

Subject: 29030 – Customer Satisfaction Program
Rear Trailing Arm Bolt Grease
Customer Letter Mailing

Models: 2016 Chevrolet Malibu

To: All Chevrolet Dealers

On April 11, 2016, General Motors dealers were advised via GM GlobalConnect message # GCUS-3-501 of Customer Satisfaction Program 29030. At that time the customer letter mailing was not scheduled.

Customer Letter Mailing

The customer letter mailing began Friday, April 29, 2016. A courtesy copy of the letter is attached to this message.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS

April 2016

<CustomerName>
<CustomerAddress>

This notice applies to your vehicle, **VIN: <VIN>**.

Dear <CustomerName>:

We have learned that your <Year> model year <VINDivisionName> <Vehicle_Name> may have been built with grease applied to the trailing arm to knuckle attachment bolts. Grease added under the shoulder of the bolts could result in the bolts slipping over time. If the bolts loosen there would be an increasing amount of noise from the rear suspension. Left unaddressed, the upper bolts could potentially back out completely. This would result in a noticeable swaying of the vehicles' rear end from road inputs while driving, and increased noise. The vehicle handling is not affected.

Your satisfaction with your <Vehicle_Name> is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your <DIV_DLR> dealer will replace the four rear control arm to knuckle bolts and clean any grease from the area. This service will be performed for you at **no charge until April 30, 2018**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your <DIV_DLR> dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date

If you have any questions or concerns that your dealer is unable to resolve, please contact the <VINDivisionName> Customer Assistance Center at <DivCACPhone>.

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your <VINDivisionName> <Vehicle_Name> provides you with many miles of enjoyable driving.

<Inch_closing>

29030