

# Service Update

## 16067 Incorrect Strut to Shock Tower Bolt Attachment



Reference Number: N16205408

Release Date: November 2016

Revision: 00

**Attention:** 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.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Malibu	2016	2016		

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	Certain 2016 model year Chevrolet Malibu vehicles may have been built with two incorrect bolts for the attachment of the right hand strut to the body shock tower. The incorrect bolts are longer than the correct bolts and may contact the Ecoat and Shot Peening layers of the spring which could allow localized spring corrosion and may impact life expectancy.
<b>Correction</b>	Dealers are to follow the service procedure and replace the two incorrect bolts as required.

### Parts

Quantity	Part Name	Part No.
2	Front Suspension Strut Mount Bolt	11548680

Parts Pre-Ship Information – For USA & Canada

**Important:** An initial supply of bolts, part number 11548680 that is required to complete this recall, will be pre-shipped to all impacted dealers of record. This pre-shipment is scheduled to begin and conclude the week of October 31, 2016. Pre-shipped parts will be charged to dealer's open parts account. A quantity limiter may be in effect.

**Important:** Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102688	Front Suspension Strut Mount Bolt Replacement	0.4	ZFAT	N/A
	Add: Front Coil Spring Replacement	1.5*		
	Add: To Adjust Front Camber – One Side	0.5		

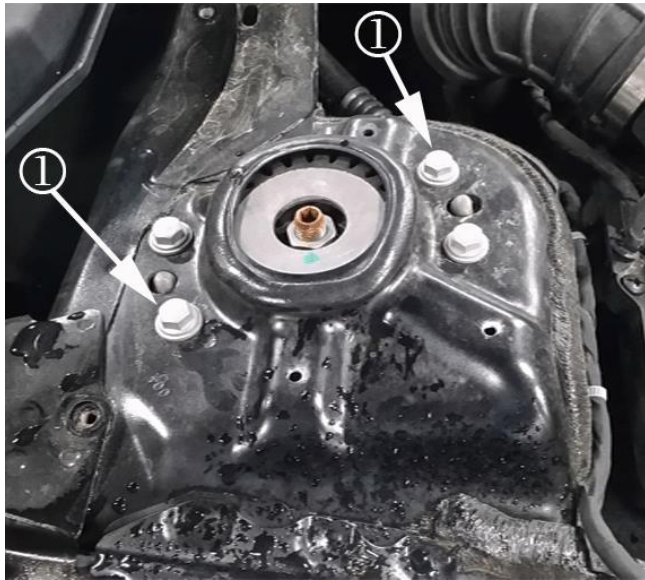
\* Labor time includes front coil spring replacement and base time for wheel alignment measurement.

### Service Procedure

1. Open the hood and install fender covers.
2. Remove the dash upper panel extension panel extension. Refer to *Dash Panel Upper Extension Panel Extension Replacement* in SI.

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**Note:** The incorrect bolts will NOT have serrations on the washer and will be longer than the correct bolt.

3. Remove the two passenger side front suspension strut mount bolts (1) and DISCARD.
4. Using an inspection mirror through the wheel well, verify the front suspension strut mount bolts did not contact the coil spring and nick the coating.
  - If the coil spring coating does NOT show evidence of the front strut mount bolts contacting it and compromising the coating, proceed to the next step.
  - If the coil spring coating shows evidence of the front strut mount bolts contacting it and compromising the coating, replace the coil spring and then proceed to step 5. Refer to *Strut, Strut Component, or Spring Replacement* in SI.
5. Install the NEW passenger side front suspension strut mount bolts.
6. Torque the passenger side front suspension strut mount bolts to 35 Nm (26 lb ft).
7. Install the dash upper panel extension panel extension. Refer to *Dash Panel Upper Extension Panel Extension Replacement* in SI.

**Note:** A wheel alignment ONLY needs to be performed if the coil spring is replaced. It is NOT necessary to perform an alignment if ONLY the front suspension strut mount bolts are replaced.

8. If the coil spring was replaced, measure adjust the wheel alignment. Refer to *Wheel Alignment Measurement* in SI.

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9. Remove fender covers and close hood.

#### Dealer 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.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

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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.



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GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4237  
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 2, 2016  
Subject: 16067 - Service Update  
Incorrect Strut to Shock Tower Bolt Attachment  
Models: 2016 Chevrolet Malibu  
To: All General Motors Dealers

General Motors is releasing Service Update 16067 today. The total number of U.S. vehicles involved is 20. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated November 3, 2016. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE  
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