

Service Update

31170 Rear Suspension Shackle Bolt Contacts HVAC Line



Reference Number: N16203117

Release Date: October 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	Express	2015	2016	C36	Auxiliary Heater
GMC	Savana	2015	2016	C69	HVAC System Rr-Air Conditioner

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.

Condition	Certain 2015 and 2016 model year Chevrolet Express and GMC Savana vehicles, equipped with HVAC system rear - air conditioner (RPO C69) or auxiliary heater (RPO C36), may have contact between the rear leaf spring shackle bolt and rear HVAC coolant lines that may rub through creating a coolant leak. This leak may cause the engine to overheat, leading to loss of propulsion or loss of HVAC performance.
Correction	Replace the shackle bolt. Inspect and, if necessary, replace the auxiliary heater hose.

Parts

Quantity	Part Name	Part No.
1	Rear Spring Rear Bolt	11588857
1 (If Req'd)	Auxiliary Air Conditioning Evaporator Hose	23172815
1 (If Req'd)	Auxiliary Air Conditioning Evaporator Hose	23172814
1 (If Req'd)	Auxiliary Heater Inlet and Outlet Hose	20970677
1 (If Req'd)	Auxiliary Heater Inlet and Outlet Hose	20970676
1 (If Req'd)	Engine Coolant	12346290(US) 10953464 (Canada)

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which hose to order.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102597	Replace Rear Spring Rear Bolt	0.4	ZFAT	N/A
	Add: Auxiliary Air Conditioning Evaporator Tube with Auxiliary Heater Inlet and Outlet Pipe Replacement	2.9		
	Add: To Recover and Recharge R-134a A/C System	0.3		

Service Procedure

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
2. Remove the left rear tire. Refer to *Tire and Wheel Removal and Installation* in SI.
3. Support the rear axle independently in order to relieve the tension on the leaf springs.

Service Update

31170 Rear Suspension Shackle Bolt Contacts HVAC Line



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4. Remove the spring shackle to leaf spring mounting bolt (1) and DISCARD.
5. Install a NEW spring shackle to leaf spring mounting bolt.
6. Tighten the spring shackle to leaf spring mounting nut.
 - 6.1. First Pass: 100 Nm (74 lb ft)
 - 6.2. Final Pass: (210 degrees)
7. Remove the support.



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Note: If there are any signs of damage to the auxiliary heater hose or evidence of the auxiliary heater hose contacting the spring shackle to leaf spring mounting bolt, the auxiliary heater hose **MUST** be replaced.

8. Inspect the auxiliary heater hose for any signs of damage or evidence of the auxiliary heater hose contacting the spring shackle to leaf spring mounting bolt.
 - If there are **NOT** any signs of damage to the auxiliary heater hose or evidence of the auxiliary heater hose contacting the spring shackle to leaf spring mounting bolt, no further action is required.
 - If there are any signs of damage to the auxiliary heater hose or evidence of the auxiliary heater hose contacting the spring shackle to leaf spring mounting bolt, replace the auxiliary air conditioning evaporator hose or auxiliary

Service Update

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heater inlet and outlet hose depending on vehicle content. Refer to *Auxiliary Air Conditioning Evaporator Hose Replacement (Rear)* in SI.

9. Install the left rear tire. Refer to *Tire and Wheel Removal and Installation* in SI.
10. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

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.



GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4220
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 17, 2016

Subject: 31170 - Service Update
Rear Suspension Shackle Bolt Contacts HVAC Line

Models: 2015-2016 Chevrolet Express
2015-2016 GMC Savana
Equipped with Auxiliary Heater (RPO C36) or HVAC System Rear-Air
Conditioner (RPO C69)

To: All Chevrolet and GMC Dealers

General Motors is releasing Service Update 31170 today. The total number of U.S. vehicles involved is approximately 23,577. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated October 18, 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

GLOBAL SAFETY FIELD INVESTIGATIONS