



Service Bulletin

SERVICE UPDATE

SUBJECT: Service Update for Inventory and Customer Vehicles
Radiator Support Fasteners Missing Threadlocker
Expires with Base Warranty

MODELS: 2016 Chevrolet Colorado
2016 GMC Canyon

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 add Medium Duty Threadlocker to the Radiator support fasteners on **certain** 2016 model year Chevrolet Colorado and GMC Canyon vehicles. If the radiator support fasteners loosen these vehicles may experience additional noise, poor retention of the front air shutter assembly and a potential loss of durability life in certain areas of the radiator support structure.

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.

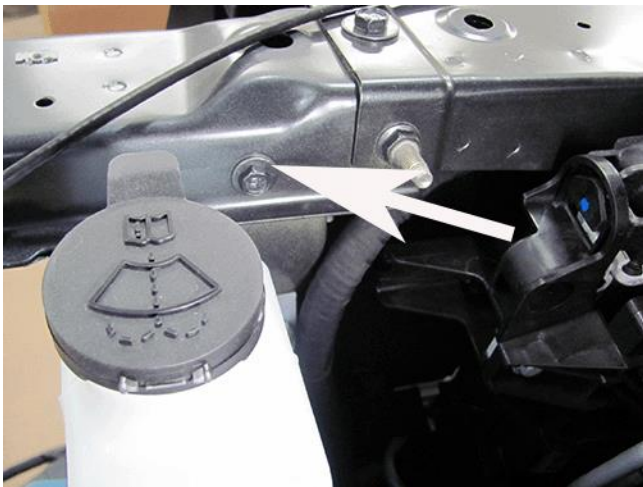
Additionally, a list of involved vehicles currently in dealer inventory can be found in GlobalConnect, under Departments, Service, Field Action Inventory Reports (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

PART INFORMATION

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). 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. A quantity limiter may be in effect.

Part Number	Description	Quantity/Vehicle
19333511	Adhesive Threadlocker Medium Strength (Loctite)	1 tube services approx. 25 vehicles
10953489 (Canada)	Adhesive Threadlocker Medium Strength (Loctite)	1 tube services approx. 25 vehicles

SERVICE PROCEDURE



1. Locate the driver side tie bar reinforcement bolt.



2. Locate the passenger side tie bar reinforcement bolt.
3. Remove both bolts.
4. Apply thread locker to both bolts.

5. Reinstall both bolts.
6. Tighten both bolts: **Tighten 9.0 N.m.**

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
9102149	Apply Thread Locker On Two Upper Tie Bar Bolts	0.3	*

- * The amount identified in "Net Item" should represent the actual sum total of the current GMCC&A dealer net price for Threadlocker needed to perform the required repairs, not to exceed \$0.40 USD, \$0.40 CAD, plus applicable Mark-Up or Landed Cost (for Export).

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.

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
DCS3996
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 21, 2016

Subject: 18460 - Service Update
Radiator Support Fasteners Missing Threadlocker

Models: 2016 Chevrolet Colorado
2016 GMC Canyon

To: All Chevrolet and GMC Dealers

General Motors is releasing Service Update 18460 today. The total number of U.S. vehicles involved is approximately 4,963. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated April 23, 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