



Service Bulletin

SERVICE UPDATE

SUBJECT: Service Update for Inventory and Customer Vehicles
Jack Collapse
Expires with Base Warranty

MODELS: 2013-2015 Chevrolet Tracker, Trax

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 inspect the jack for damage and replace the jack assembly as needed on **certain** 2013-2015 model year Chevrolet Tracker and Trax vehicles. These vehicles may be equipped with a jack in which the lead screw is misaligned or damaged and may not hold the weight of the vehicle when a tire is being changed.

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.

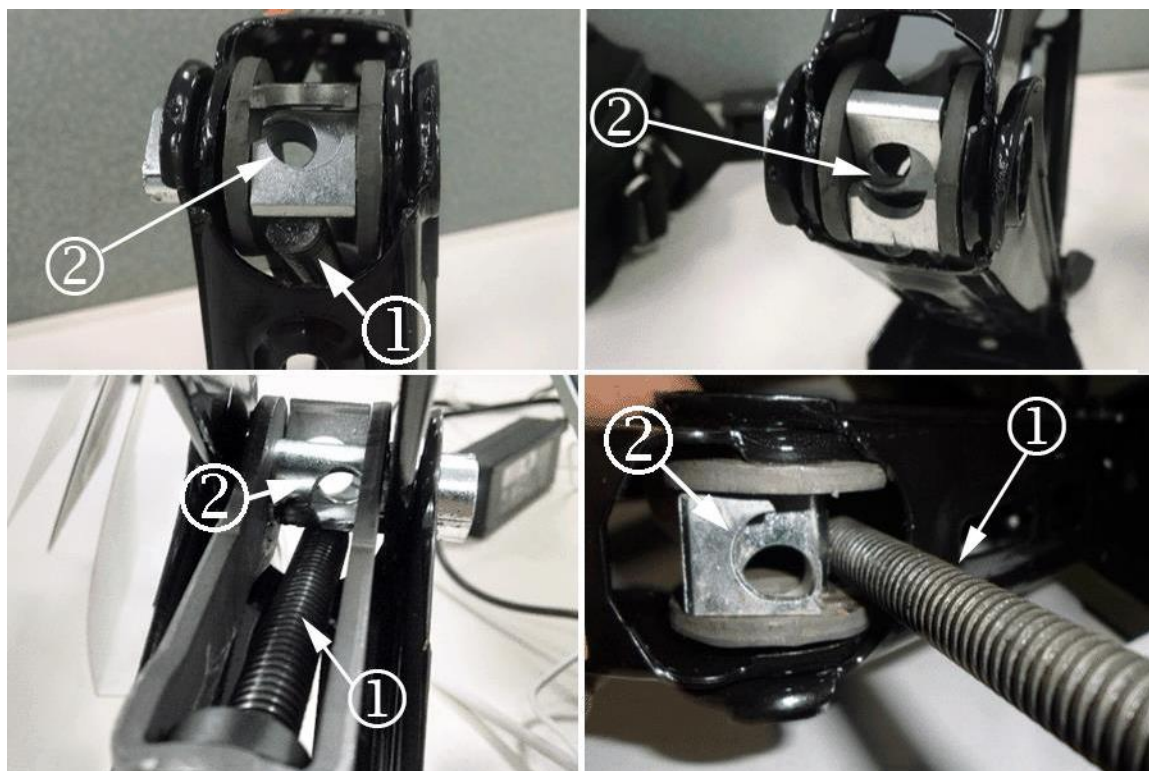
PART INFORMATION

Parts required to complete this service update are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Please refer to your "involved vehicles listing" before ordering parts. This part will be on Order Writing control initially and all DRO's (Daily Replenishment Orders) will cancel. Dealers can place orders CSO (Customer Special Order).

Part Number	Description	Quantity/Vehicle
23362142	Jack	1

SERVICE PROCEDURE

1. Open the liftgate.
2. Lift the load floor stowage compartment cover.
3. Remove the jack from the tool stowage container. Refer to SI or owner's manual for the jack location.



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4. Carefully inspect the operation of the jack and verify the alignment of the jack lead screw and jack lead screw guide. Refer to the example of the misaligned jack lead screw (1) and jack lead screw guide (2) shown above.
 - If the jack operates normally, and the jack lead screw is in the guide and is not damaged, no further action is required. Install the jack to the tool stowage container, install the load floor stowage compartment cover, and close the liftgate.
 - If the jack lead screw or the jack lead screw guide is misaligned or damaged, the jack must be replaced.

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
9101950	Inspect Jack	0.2
9101951	Replace Jack (Includes Inspection)	0.3

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.

