

Customer Satisfaction Program

16156 Transmission Mount Bolt Torque



Reference Number: N162069830

Release Date: December 2016
Revision: 00

Attention: This program is in effect until December 31, 2018.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Cruze	2017	2017	MNU	6-Spd Automatic Transmission

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 2017 model year Chevrolet Cruze vehicles, equipped with a 6-Speed automatic transmission (RPO MNU), may have a condition in which one of the transmission mount strut bracket fasteners may not have been tightened to the proper torque value. If the fastener loosens or completely separates there will be a noticeable degradation in Noise/Vibration/Harshness (NVH) performance in the form of hard shifts and clunking noises under torque inputs.
Correction	Dealers are to tighten the transmission mount fastener to specification.

Parts

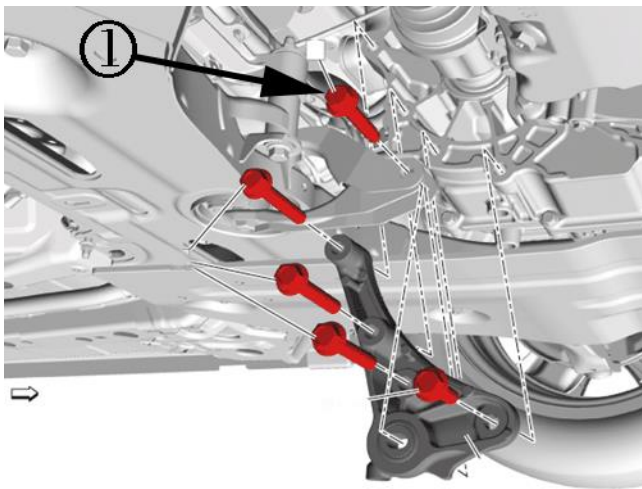
No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102781	Re-torque Transmission Mount Strut Bracket Bolt	0.3	ZFAT	N/A

Service Procedure

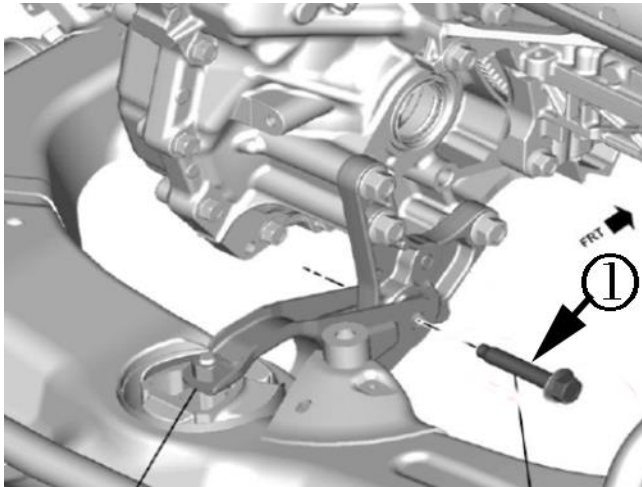
1. Raise and support the vehicle.



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2. Locate and loosen (DO NOT REMOVE) the transmission mount strut bracket bolt (1).
3. Reapply 100 Nm (74 lb ft) of torque and tighten the fastener an additional 90-105 degrees. Refer to *Transmission Mount Strut Bracket Replacement* in SI.

Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program 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.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through December 31, 2018. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received a phone call from the GM Customer Assistance Center.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through December 31, 2018, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

Customer Notification

USA - General Motors will notify customers of this program on their vehicle.

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.



We Support
Voluntary Technician
Certification

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4280
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 5, 2016

Subject: 16156 - Customer Satisfaction Program
Transmission Mount Bolt Torque

Models: 2017 Chevrolet Cruze
Equipped with 6-Speed Automatic Transmission (MNU)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 16156 today. The total number of U.S. vehicles involved is 5. Please see the attached bulletin for details.

Customer Notification

The General Motor Customer Assistance Center (CAC) will notify involved customers by telephone.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated December 6, 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