

# Service Update

## 17445 Engine Mount Bolts Not Tightened



Reference Number: N172121530

Release Date: December 2017  
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	2017	2017		

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 2017 model year Chevrolet Express vehicles were built with engine mount bolts which were not tightened. Engine mount movement as engine torque is applied and released may occur, resulting in a noticeable clunking noise.
<b>Correction</b>	Dealers are to tighten the engine mount bolts to the proper torque.

### Parts

Quantity	Part Name	Part No.
As Required	Bolt-Eng. Mt.	11588273

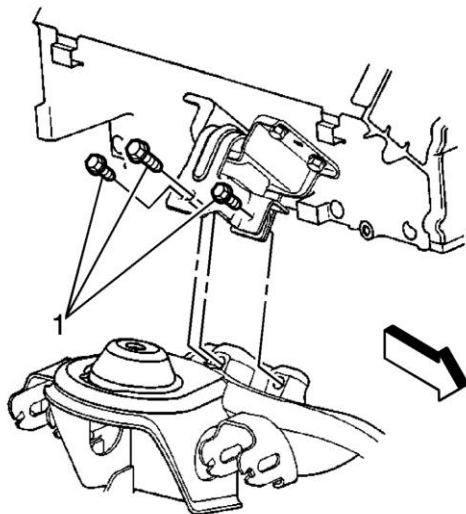
Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103533	Inspect Only – No Further Action Required	0.3	ZFAT	N/A
9103534	Replace 3 Mounting Bracket Bolts (includes inspection) ADD: Install 3 Additional Mounting Bracket Bolts	0.6 0.2	ZFAT	N/A

### Service Procedure

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



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2. Locate the 6, (3 left and 3 right) engine mount-to-engine mount bracket bolts (1).

**TIP: The right-side bolts can be accessed through the passenger side wheelhouse area.**

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3. Visually verify that the 3 bolts per side have been tightened. The use of a mirror and flashlight will aid in the inspection process.
  - If the bolts appear tight, no further action is required.



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- If the bolts are installed but not tightened, proceed to step 4.
4. Replace the three engine mount bolts on the effected side. If both sides of the vehicle display the condition, replace all six bolts. Tighten to 70 Nm (52 lb ft).
  5. Lower the vehicle.

#### 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  
DCS4631  
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 6, 2017  
Subject: 17445 - Service Update  
Engine Mount Bolts Not Tightened  
Models: 2017 Chevrolet Express  
To: All General Motors Dealers

General Motors is releasing Service Update 17445 today. The total number of U.S. vehicles involved is 359. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated December 6, 2017. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS