

## Service Update

# 17246 Electric Power Steering Assist Motor Improper Service Torque



Reference Number: N17209600

Release Date: June 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	Malibu	2016	2016		

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>	Vehicles that have been serviced for an electric power steering (EPS) motor condition, may have had the motor installed/reinstalled with the incorrect fastener torque, resulting in insufficient clamp load.
<b>Correction</b>	Dealers are to tighten the fasteners to the revised specification, to achieve the specified torque.

### Parts

Quantity	Part Name	Part No.
1	Electric Dual Pinion Rack and Pinion Steering Gear	23449518
1	Intermediate Steering Shaft Boot Clamp	11548288
1	Exhaust System Intermediate Gasket	22816982
1	Exhaust System Front Gasket	23238284
1	Exhaust System Front Gasket	23156339
1	Exhaust System Front Gasket	23438041
4	Transmission Rear Mount Bracket Bolt	11611642
2	Power Steering Assist Motor Bolt	11547802

It is estimated that only 23 involved vehicles worldwide will require Electric Dual Pinion Rack and Pinion Steering Gear replaced on this vehicle. There is a small number of vehicles anticipated that will need this fix. **Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock.** Parts may have quantity limiters in effect.

**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
9103283	Verify Torque of Power Steering Assist Motor Bolts	6.8	ZFAT	N/A
9103284	Electric Dual Pinion Rack and Pinion Steering Gear Replacement	7.7*	ZFAT	N/A

\*Labor time includes power steering assist motor inspection, electric dual pinion rack and pinion steering gear replacement, and an alignment.

### Service Procedure

**Caution:** Electrostatic discharge (ESD) can damage many solid-state electrical components. ESD susceptible components may or may not be labeled with the ESD symbol. Handle all electrical components carefully. Use the following precautions in order to avoid ESD damage:

- Touch a metal ground point in order to remove your body's static charge before servicing any electronic component; especially after sliding across the vehicle seat.
- Do not touch exposed terminals. Terminals may connect to circuits susceptible the ESD damage.
- Do not allow tools to contact exposed terminals when servicing connectors.
- Do not remove components from their protective packaging until required to do so.
- Avoid the following actions unless required by the diagnostic procedure:

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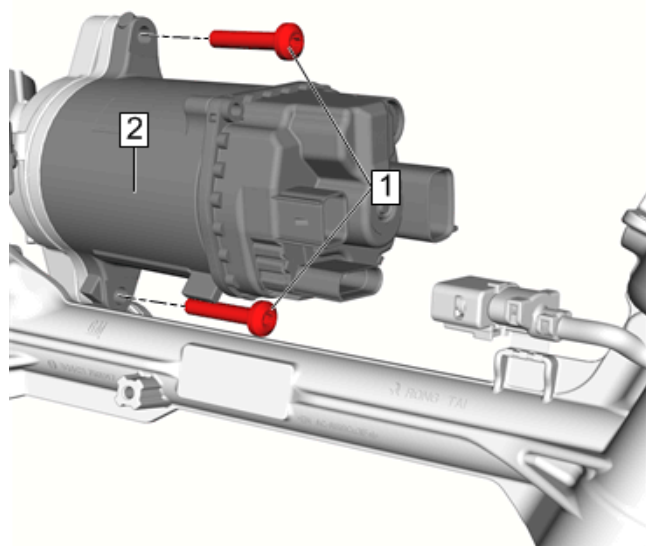


- Jumpering or grounding of the components or connectors.
- Connecting test equipment probes to components or connectors. Connect the ground lead first when using test probes.
- Ground the protective packaging of any component before opening. Do not rest solid-state components on metal workbenches, or on top of TVs, radios, or other electrical devices.

**Caution:** During removal and installation, all EPS components including mechanical and/or electrical is extremely susceptible to damage. Dropping or prying on any EPS component may cause internal damage. If damage occurs or a part is dropped, the EPS component must be replaced.

**Caution:** Care must be taken during removal and installation of the Electronic Power Steering (EPS) components to not hit or break the EPS motor/controller module or module harness connectors. If the EPS motor/ controller module or module connectors are damaged, the complete component must be replaced.

1. Remove the electric dual pinion rack and pinion steering gear from the vehicle. Refer to *Electric Dual Pinion Rack and Pinion Steering Gear Replacement* in SI.
2. Place the steering gear on a work bench.
3. Verify the power steering assist motor CANNOT be moved back and forth with hand force.
  - If the power steering assist motor CANNOT be moved back and forth with hand force, proceed to the next step.
  - If the power steering assist motor CAN be moved back and forth with hand force, the power steering assist motor bolts MUST be replaced. Proceed to step 5, but do NOT install the new bolts until steps 5 and 6 have been performed.



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4. Verify the torque of the power steering assist motor bolts (1) is 15 Nm (11 lb ft).
  - If the torque of the power steering assist motor bolts is at least 15 Nm (11 lb ft), proceed to step 7.
  - If the torque of the power steering assist motor bolts is NOT at least 15 Nm (11 lb ft), proceed to the next step.
5. Remove the power steering assist motor. Refer to *Power Steering Assist Motor Replacement* in SI.

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6. Inspect for signs of corrosion or water intrusion.
  - If corrosion or water intrusion is NOT found, install the power steering assist motor back onto the electric dual pinion rack and pinion steering gear. Proceed to the next step.
  - If corrosion or water intrusion is found, replace the electric dual pinion rack and pinion steering gear. Refer to *Electric Dual Pinion Rack and Pinion Steering Gear Replacement* in SI.
7. Torque the power assist motor bolts to 21 Nm (15 lb ft).

**Note:** Suspension components attached to the frame use Torque-to-Yield fasteners and must be DISCARDED and replaced with NEW Torque Angle Yield (TAY) fasteners. The frame to body fasteners are not TAY fasteners.

**Note:** Vehicle alignment is not required if the cradle is being lowered or dropped to perform another procedure. This vehicle is equipped with a cradle to body aligning feature: cradle to body through holes or self-aligning pins that are part of the cradle or body. Only align if replacing the cradle with a NEW part and transferring components.
8. Install the electric dual pinion rack and pinion steering gear into the vehicle. Refer to *Electric Dual Pinion Rack and Pinion Steering Gear Replacement* 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  
DCS4498  
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 30, 2017

Subject: 17246 - Service Update  
Electric Power Steering Assist Motor Improper Service Torque

Models: 2016 Chevrolet Malibu

To: All General Motors Dealers

General Motors is releasing Service Update 17246 today. The total number of U.S. vehicles involved is approximately 13. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated July 3<sup>rd</sup>, 2017. A list of involved vehicles is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS