

Service Update

17279 Engine and Transmission Mount Low Bolt Torque



Reference Number: N172098210

Release Date: September 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	Equinox	2018	2018		

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 2018 model year Chevrolet Equinox vehicles were assembled with engine/transmission mount bolt torques that do not apply sufficient clamp load to securely attach the mounts to the powertrain. In each case, only one of the bolts used to attach the driver side or passenger side mounts are affected. The second and third bolts should reach their intended torque.
Correction	Dealers are to replace all bolts from the transmission and engine mounts.

Parts

Quantity	Part Name	Part No.
5	Engine and Transmission Mount Bolt	11547918

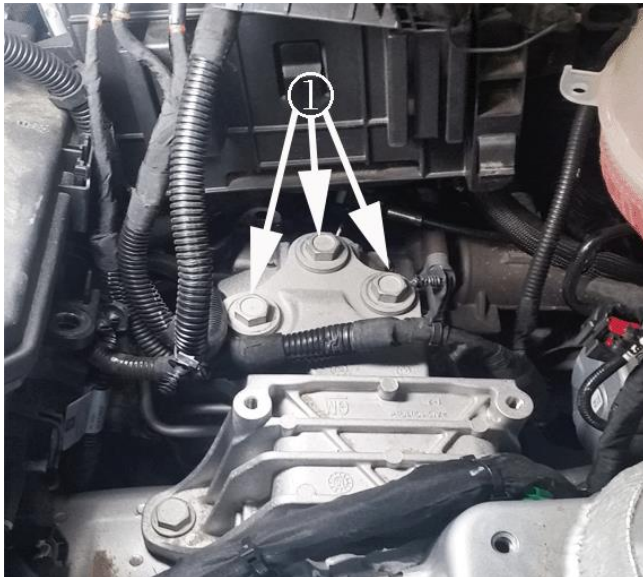
Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103370	Replace Engine Mount and Transmission Mount Bolts	1.4	ZFAT	N/A

Service Procedure

1. Open hood and install fender covers.
2. Remove the battery tray. Refer to *Battery Tray Replacement* in SI.

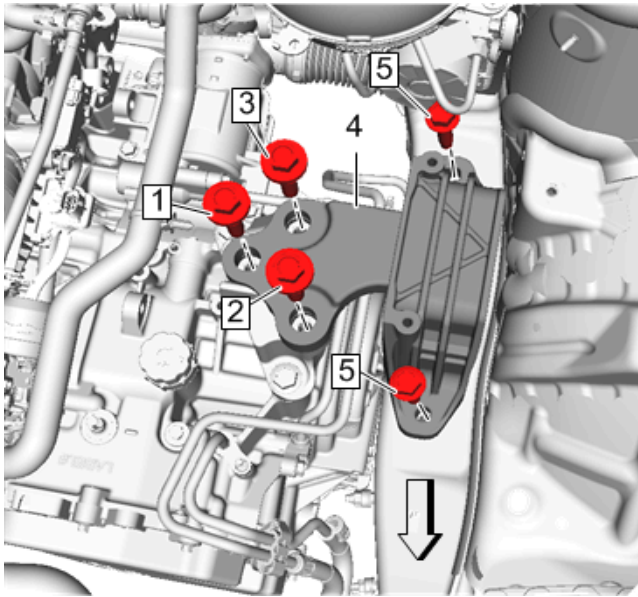


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3. Remove the left transmission mount to transmission bolts (1). Refer to *Transmission Mount Replacement - Left Side* in SI.

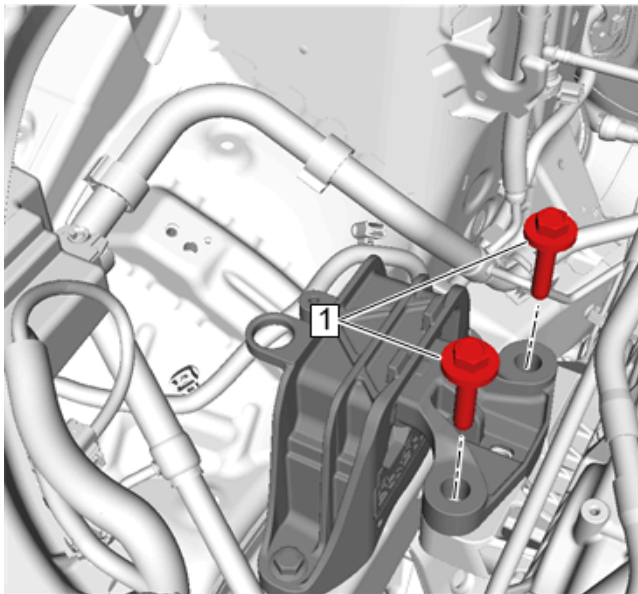
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4. Install the NEW left transmission mount to transmission bolt (1) and initially tighten to 35 Nm (26 lb ft).
5. Install the NEW left transmission mount to transmission bolt (2) and initially tighten to 35 Nm (26 lb ft).
6. Install the NEW left transmission mount to transmission bolt (3) and initially tighten to 35 Nm (26 lb ft).
7. On the second pass, tighten left transmission mount to transmission bolts (1-3) to 100 Nm (74 lb ft).
8. On the final pass, tighten left transmission mount to transmission bolts (1-3) an additional 60–75 degrees.
9. Install the battery tray. Refer to *Battery Tray Replacement* in SI.

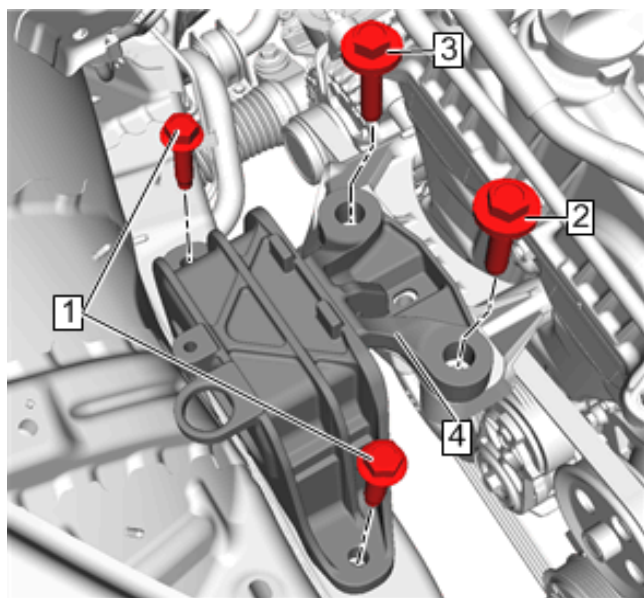


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10. Remove the engine mount bolts (1). Refer to *Engine Mount Replacement* in SI.
11. Install the NEW engine mount bolts.

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12. Tighten engine mount engine side bolt (2) to 35 Nm (26 lb ft).
13. Tighten engine mount engine side bolt (3) to 35 Nm (26 lb ft).
14. On the second pass, tighten engine mount engine side bolts (2, 3) to 100 Nm (74 lb ft).
15. On the final pass, tighten engine mount engine side bolts (2, 3) an additional 60 – 75 degrees.
16. Remove fender covers and close hood.

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
DCS4555
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 08, 2017

Subject: 17279 - Service Update
Engine and Transmission Mount Low Bolt Torque

Models: 2018 Chevrolet Equinox

To: All General Motors Dealers

General Motors is releasing Service Update 17279 today. The total number of U.S. vehicles involved is approximately 6,000. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated September 09, 2017. 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