

Customer Satisfaction Program

18149 Possible Inaccurate Fastener Torque



Reference Number: N182157470

Release Date: May 2018
Revision: 00

Attention: This program is in effect until May 31, 2020.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Corvette	2018	2019		

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 and 2019 model year Chevrolet Corvette vehicles may have a condition in which, the front and/or rear spring strap retainer bolts, and the front and/or rear stabilizer shaft clamp bolts may not have achieved the intended torque value. Under-torqued fasteners could result in suspension noise or shortened service life of components.
Correction	Confirm the torque of the identified fasteners or replace the fasteners if bolts are one-time use. The Service Procedure below includes VIN specific information on which fasteners must be serviced for each affected vehicle.

Parts

Quantity	Part Name	Part No.
4	BOLT FRT STAB	11546672

It is estimated that only 34 involved vehicles will require parts replaced on this vehicle. Due to the small number of vehicles anticipated that will need this fix and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock. **Only order this Bolt if your VIN is listed on this Bulletin.**

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
9103829	Replace Front Stabilizer Shaft Insulator Clamp Bolts and Retorque Rear Stabilizer Shaft Insulator Clamp Bolts	1.1	ZFAT	N/A
9103830	Replace Front Stabilizer Shaft Insulator Clamp Bolts	0.8	ZFAT	N/A
9103831	Retorque Rear Stabilizer Shaft Insulator Clamp Bolts and Rear Spring Retainer Bolts	0.5	ZFAT	N/A

Service Procedure for Front Stabilizer Shaft Insulator Clamp Bolts Replacement and Retorque Rear Stabilizer Shaft Insulator Clamp Bolts for the following VINS:

1G1Y93D79J5105098	1G1YP2D69J5602353	1G1YT2D68K5500006
-------------------	-------------------	-------------------

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
2. Remove the front tire and wheel assemblies. Refer to *Tire and Wheel Removal and Installation* in SI.
3. Remove the front stabilizer shaft link front stabilizer shaft (x2). Refer to *Stabilizer Shaft Link Replacement* in SI.
4. Remove (if equipped) the front brake rotor cooling duct deflectors. Refer to *Front Brake Rotor Cooling Duct Deflector Replacement* in SI.

Customer Satisfaction Program 18149 Possible Inaccurate Fastener Torque



5055859

5. Remove and DISCARD the front stabilizer shaft insulator clamp bolts.
6. Remove the front stabilizer shaft clamps.
7. Install the front stabilizer shaft clamps.
8. Install NEW front stabilizer shaft insulator clamp bolts but DO NOT TIGHTEN.
 - 8.1. When tightening the NEW front stabilizer shaft clamp bolts, alternate between the top and bottom bolts at each clamp and also alternate each clamp.
 - 8.2. After the NEW front stabilizer shaft insulator clamp bolts have been tightened to specification, check each bolt and ensure a minimum of 50 Nm (37 lb ft) of torque has been achieved for each bolt.
 - 8.3. Tighten the first pass 30 Nm (22lb ft)
 - 8.4. Tighten the final pass 45-60 degrees.
9. Install (if equipped) the front brake rotor cooling duct deflectors. Refer to *Front Brake Rotor Cooling Duct Deflector Replacement* in SI.
10. Install the front stabilizer shaft link front stabilizer shaft (x2). Refer to *Stabilizer Shaft Link Replacement* in SI.



5055861

11. Locate and retorque the rear stabilizer shaft insulator clamp bolts to 58 Nm (43 lb ft).
12. Install the front tire and wheel assemblies. Refer to *Tire and Wheel Removal and Installation* in SI.
13. Remove support and lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

Customer Satisfaction Program

18149 Possible Inaccurate Fastener Torque



Service Procedure for Front Stabilizer Shaft Insulator Clamp Bolts Replacement for the following VINS

1G1Y13D74K5000011	1G1Y93D73J5105243	1G1YD2D77J5106291	1G1YF2D74J5104685
1G1Y22D91K5700058	1G1Y93D78J5105187	1G1YD2D79K5100042	1G1YF2D76J5104686
1G1Y92D73J5300379	1G1YB2D73J5104687	1G1YD3D7XJ5105707	1G1YF3D74J5105986
1G1Y92D79J5300421	1G1YB2D76J5104490	1G1YF2D70J5104926	1G1YF3D7XJ5104468
1G1Y93D71J5104690	1G1YY3D75K5101845	1G1YF2D74J5104508	1G1YM2D72J5105145
1G1YP2D67K5600022	1G1YU2D67J5602182	1G1YT3D64J5601810	1G1YS2D60K5600023
1G1YR2D62K5600018	1G1YU2D6XJ5601866	1G1YY2D72J5104503	1G1YS2D63K5600727
1G1YW2D78J5105502	1G1YW2D7XJ5105162	1G1YY2D77K5101033	

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
2. Remove the front tire and wheel assemblies. Refer to *Tire and Wheel Removal and Installation* in SI.
3. Remove the front stabilizer shaft link front stabilizer shaft (x2). Refer to *Stabilizer Shaft Link Replacement* in SI.
4. Remove (if equipped) the front brake rotor cooling duct deflectors. Refer to *Front Brake Rotor Cooling Duct Deflector Replacement* in SI.
5. Remove and DISCARD the front stabilizer shaft insulator clamp bolts.
6. Remove the front stabilizer shaft clamps.
7. Install NEW front stabilizer shaft insulator clamp bolts but DO NOT TIGHTEN.
 - 7.1. When tightening the NEW front stabilizer shaft clamp bolts, alternate between the top and bottom bolts at each clamp and also alternate each clamp.
 - 7.2. After the NEW front stabilizer shaft insulator clamp bolts have been tightened to specification, check each bolt and ensure a minimum of 50 Nm (37 lb ft) of torque has been achieved for each bolt.
 - 7.3. Tighten the first pass 30 Nm (22lb ft)
 - 7.4. Tighten the final pass 45-60 degrees.
8. Install the front stabilizer shaft clamps.
9. Install (if equipped) the front brake rotor cooling duct deflectors. Refer to *Front Brake Rotor Cooling Duct Deflector Replacement* in SI.
10. Install the front stabilizer shaft link front stabilizer shaft (x2). Refer to *Stabilizer Shaft Link Replacement* in SI.
11. Install the front tire and wheel assemblies. Refer to *Tire and Wheel Removal and Installation* in SI.
12. Remove support and lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

Service Procedure for Retorquing Rear Stabilizer Shaft Insulator Clamp Bolts and Rear Spring Insulator Retainer Bolts for the following VINS

1G1YJ2D79K5000015	1G1YM2D7XK5101376	1G1YW2D79J5105704	1G1YK2D79J5106086	1G1Y13D70K5100106
1G1YT2D60J5300476	1G1YX2D71J5104317	1G1YX3D72J5105739	1G1YY2D76J5106139	1G1YS2D60K5600054
1G1Y92D7XJ5300508	1G1YY2D70J5104550	1G1Y12D71J5105744	1G1YY2D73J5106146	1G1YY3D7XK5100156
1G1YU2D66J5602268	1G1Y92D74J5300360	1G1YP2D6XJ5602152	1G1YY2D72J5106154	1G1YY3D79K5100164
1G1Y53D9XK5700055	1G1Y92D69J5601892	1G1YX2D77J5105813	1G1YY2D78J5106157	1G1YS2D69K5600070
1G1YA2D76J5106159	1G1YW2D7XJ5105002	1G1YS2D65J5602168	1G1YX2D71J5106231	1G1YS2D69K5600103

Customer Satisfaction Program

18149 Possible Inaccurate Fastener Torque



1G1YU2D67J5300634	1G1YS2D67J5601927	1G1YV2D76J5105825	1G1YV2D73J5106236	1G1Y12D70K5100472
1G1YB2D72J5106446	1G1YU2D66J5601931	1G1Y53D91K5700042	1G1YR2D68J5602337	1G1YS2D62K5600217
1G1YD3D76K5100148	1G1YK2D77J5105227	1G1YV2D75J5105850	1G1YW2D78J5106262	1G1YS2D69K5600246
1G1Y12D74K5100152	1G1YP2D66J5601970	1G1YY2D74J5105863	1G1YX2D76J5106306	1G1YR2D66K5600250
1G1YS2D69K5600117	1G1YU2D67J5300522	1G1YY3D76J5105952	1G1YS2D6XJ5602358	1G1YU2D68K5600264
1G1YW2D77K5100499	1G1YY2D74J5105328	1G1YM3D71J5105966	1G1YR2D65J5602392	1G1YP2D66K5600335
1G1YY2D72K5100548	1G1Y52D97K5700024	1G1YN2D68J5602236	1G1Y12D78J5106499	1G1YV2D76K5100853
1G1YB2D79K5100631	1G1YV3D76J5105460	1G1YY3D72J5105995	1G1YY3D77J5106513	1G1YY3D74K5101027
1G1YW2D74K5100749	1G1YX2D75J5105468	1G1YW2D72J5106001	1G1YX2D73J5106523	1G1YS2D67K5600424
1G1YY2D71K5100816	1G1YW2D73J5105648	1G1Y92D94K5700048	1G1YK2D75K5100013	1G1YY3D79K5101136
1G1YY2D70K5101097	1G1YS2D68J5602116	1G1YX2D76J5106063	1G1YY3D79K5100102	1G1YS2D64K5600476
1G1YS2D60K5600507	1G1YR2D63K5600660	1G1YS2D60K5600734	1G1YU3D61K5600807	1G1YU3D6XK5600711
1G1YR2D64K5600537	1G1YU2D67K5600675	1G1YW2D7XK5101839	1G1Y12D71K5102330	1G1Y92D75K5101805
1G1Y92D71K5101610	1G1YZ3D70K5101748	1G1YY2D73K5101840	1G1Y93D67K5600988	1G1YY2D70K5101861
1G1YX2D71K5101614	1G1YY2D72K5101618	1G1YS2D66K5600740		

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



5055860

2. Locate and retorque the 4 rear spring insulator retainer bolts (1) to bolts 67 Nm (49 lb ft)

Customer Satisfaction Program

18149 Possible Inaccurate Fastener Torque



5055861

3. Locate and retorque the 4 rear stabilizer shaft insulator clamp bolts (1) 58 Nm (43 lb ft). Remove support and lower the vehicle. Refer to *Lifting and Jacking the Vehicle* 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 May 31, 2020. 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. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through May 31, 2020, 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. and Canadian 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.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

Customer Satisfaction Program

18149 Possible Inaccurate Fastener Torque



Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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**

Customer Satisfaction Program

18149 Possible Inaccurate Fastener Torque



June 2018

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2018 or 2019 model year Chevrolet Corvette may have been built with the front and/or rear spring strap retainer bolts, and the front and/or rear stabilizer shaft clamp bolts not having achieved the intended torque value. Under-torqued fasteners could result in suspension noise or shortened service life of components.

Your satisfaction with your Chevrolet Corvette is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will confirm the torque of the identified fasteners or replace the fasteners if bolts are one-time use. VIN specific information on which fasteners must be serviced for each affected vehicle has been provided to your dealer. This service will be performed for you at **no charge until June 30, 2020**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Terry M. Inch
Executive Director
Global Connected Customer Experience

GM Program: 18149

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4749
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 14, 2018

Subject: 18149 - Customer Satisfaction Program
Possible Inaccurate Fastener Torque

Models: 2018 - 2019 Chevrolet Corvette

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 18149 today. The total number of U.S. vehicles involved is approximately 122. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on June 1, 2018.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated May 15, 2018. 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