

Service Update

18296 – Tie Rod Jam Nut Has Inaccurate Torque From Assembly Plant



Reference Number: N182185440

Release Date: September 2018

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	2019	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	Left front tie rod jam nut may be below torque specification, (75 +/- 15 Nm). Because the jam nut may be below torque spec, it could loosen and result in wheel alignment (toe) changing while driving. Drivers may notice a squeak noise when turning or hitting bumps, a loose feeling in the steering, or shaking in the steering wheel on bumps. In extreme cases the tie rod end could become disconnected, resulting in a loss of steering control.
Correction	Perform toe adjustment and secure all fasteners to correct torque.

Parts

No parts are needed for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104104	Perform Front Toe/Steering Wheel Angle alignment and tighten tie rod jam nut	0.7	ZFAT	N/A

Service Procedure

Note: The inner tie rod nut on both sides must be torqued to 75 N-m (55 lb-ft) to close out this field action, even if no alignment adjustments are made.

Adjust the front toe/steering wheel angle. Refer to *Wheel Alignment – Steering Wheel Angle and/or Front Toe Adjustment* 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.

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.



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Date: September 19, 2018

Subject: 18296 Service Update
Tie Rod Jam Nut Has Inaccurate Torque From Assembly Plant

Models: 2019 Chevrolet Equinox

To: All General Motors Dealers

General Motors is releasing Service Update 18296 today. The total number of U.S. vehicles involved is approximately 176. 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 19, 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
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