

Customer Satisfaction Program

18308 RH Knuckle Wheel Speed Sensor Hole Misaligned



Reference Number: N182170570

Release Date: September 2018
Revision: 00

Attention: This program is in effect until October 31, 2020

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Malibu	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 Malibu vehicles, may have a condition in which the right-hand knuckle wheel speed sensor (WSS) hole is machined approximately 1.6mm off location. The WSS is positioned too far away from the wheel bearing causing intermittent functionality. If the sensor fails, the telltale light for anti-lock brakes (ABS) and/or traction control – electronic stability control will illuminate, and those functions will be disabled for the duration of the ignition cycle.
Correction	Replace the right-hand steering knuckle.

Parts

Quantity	Part Name	Part No.
1	Steering Knuckle	23384198
1	Steering Knuckle Bolt (upper)	11610468
1	Steering Knuckle Bolt (lower)	11589277
3	Front Wheel Bearing and Hub Assembly Bolt	09599302
1	Wheel Drive Shaft Nut	11611687

Parts Pre-Ship Information – For USA

An initial supply of parts will be pre-shipped to involved dealers of record. This pre-shipment is scheduled to begin September 28, 2018, and will be 100% of each dealer's involved vehicles. Pre-shipped parts will be charged to dealer's open parts account. Additional parts, if required, should be obtained from GMCCA.

Due to the small number of vehicles involved and 100% part pre-shipment, dealers should not order program parts for use as shelf stock.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104128	Steering Knuckle Replacement Add: Front Toe/Steering Wheel/Camber adjustment	1.8 0.7	ZFAT	N/A

Service Procedure

1. Replace the right-hand steering knuckle. Refer to *Steering Knuckle Replacement* in SI.
2. Align the vehicle. Refer to *Wheel Alignment – Steering Wheel Angle and/or Front Toe Adjustment* and *Front Camber Adjustment* 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 October 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

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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 October 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 Notification

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



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October 2018

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

Dear General Motors Customer:

We have learned that your 2018 model year Chevrolet Malibu may have been built with, the right-hand knuckle wheel speed sensor (WSS) hole machined off location. The WSS is positioned too far away from the wheel bearing causing intermittent functionality. If the sensor fails, the telltale light for anti-lock brakes (ABS) and/or traction control – electronic stability control will illuminate, and those functions will be disabled for the duration of the ignition cycle.

Your satisfaction with your Chevrolet Malibu 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 replace the right-hand steering knuckle. This service will be performed for you at **no charge until October 31, 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 Malibu provides you many miles of enjoyable driving.

Neelie O'Connor
Executive Director
North America Contact Center Operations

18308

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4865
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 28, 2018

Subject: 18308 - Customer Satisfaction Program
RH Knuckle Wheel Speed Sensor Hole Misaligned

Models: 2018 Chevrolet Malibu

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 18308 today. The total number of U.S. vehicles involved is approximately 8. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin the week of October 15, 2018.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated October 2, 2018. A list of involved vehicles is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS