

Customer Satisfaction Program

18305 LCV Engine Camshaft Cap Bolts Incorrect Torque



Reference Number: N182164320

Release Date: October 2018
Revision: 00

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

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	ATS	2013	2014	LCV	2.5L Engine
Chevrolet	Malibu	2013	2013	LCV	2.5L Engine

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 2013 model year Chevrolet Malibu and 2013-2014 model year Cadillac ATS vehicles, serviced with a replacement engine, may have a condition in which the service engine camshaft cap bolts were not tightened to specification during the manufacturing process. If the camshaft cap bolts were not tightened to specification, they may loosen, resulting in loss of propulsion, reduced engine performance, and possible engine failure. A "Service Engine Soon" message may illuminate on the vehicle's Driver Information Center.
Correction	Inspect and torque engine camshaft cap bolts.

Parts

Quantity	Part Name	Part No.
1	Camshaft Cover Gasket	12635953
1	Coolant	12346290
1	Camshaft Position Actuator Intake Solenoid Valve Seal	12662736
1	Camshaft Position Actuator Exhaust Solenoid Valve Seal	12662737

It is estimated that only 114 involved vehicles will require parts replaced. 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.

Note: The Coolant - 12346290, is sold in a package quantity of 6 and may already be available in your dealer inventory.

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
9104127	Tighten Camshaft Cap Bolts		ZFAT	N/A
	Malibu	1.7		
	ATS	3.3		

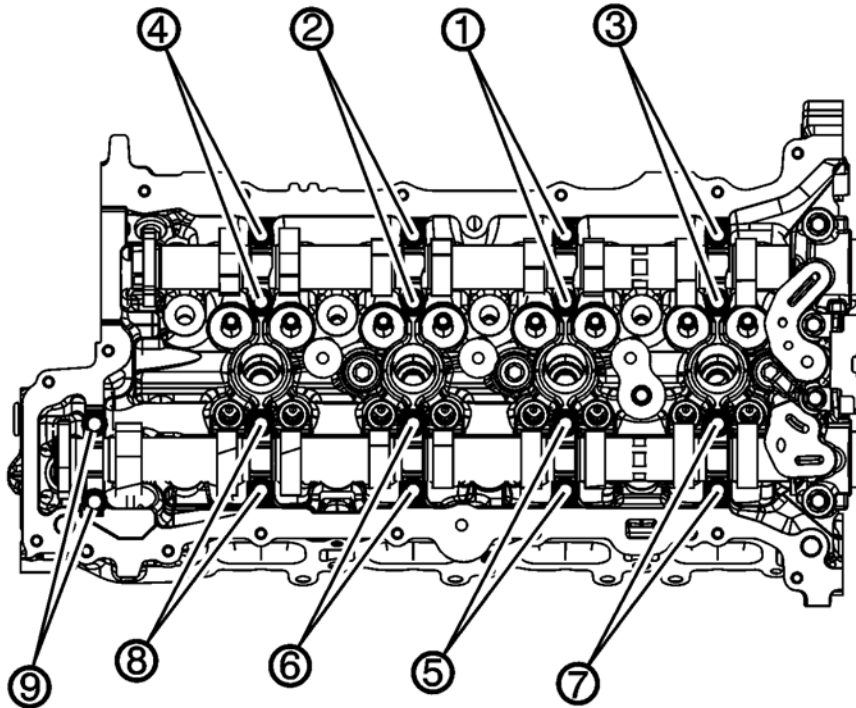
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Service Procedure

1. Remove the camshaft cover. Refer to *Camshaft Cover Replacement (LCV)*
2. Tighten the camshaft cap bolts using the sequence shown below.



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Caution: Proceed with the following steps one camshaft cap at a time as described below. Failure to do so could result in damage to the head, camshaft caps, or camshafts.

- 2.1. Starting with the number 1 camshaft cap (as shown above), loosen each bolt on the cap until they are both loose to the touch.
 - 2.2. Using a torque wrench, tighten both bolts to **8 N-m (71 lb-in)**.
 - 2.3. Loosen the camshaft cap bolts 180 degrees.
 - 2.4. Re-torque the camshaft cap bolts to **10N-m (89 lb-in), twice**.
 - 2.5. Move on to the next camshaft cap in sequence and repeat steps 2.1 through 2.4 until all 9 camshaft caps have been torqued to the correct spec. For the number 8 and 9 caps, start with the inside bolt.
 - 2.6. Tighten all four front camshaft cap bolts to **10N-M (89 lb-in), twice**.
3. Reinstall the camshaft cover. Refer to *Camshaft Cover Replacement (LCV)* in SI.

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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/repaired 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 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 - 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 2013 model year Chevrolet Malibu and 2013-2014 model year Cadillac ATS vehicles, serviced with a replacement engine, may have a condition in which the service engine camshaft cap bolts were not tightened to specification during the manufacturing process. If the camshaft cap bolts were not tightened to specification, they may loosen, resulting in loss of propulsion, reduced engine performance, and possible engine failure. A "Service Engine Soon" message may illuminate on the vehicle's Driver Information Center.

Your satisfaction with your GM vehicle 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 inspect and torque the engine camshaft cap bolts to specification. 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)
Cadillac	1-800-458-8006	1-800-833-2622
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.

Neelie O'Connor
Executive Director
North America Contact Center Operations

18305

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4869
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 4, 2018

Subject: 18305 - Customer Satisfaction Program
LCV Engine Camshaft Cap Bolts Incorrect Torque

Models: 2013-2014 Cadillac ATS
2013 Chevrolet Malibu
Equipped with 2.5L Engine (LCV)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 18305 today. The total number of U.S. vehicles involved is approximately 114. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on October 19, 2018.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated October 5, 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