

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4964  
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 23, 2019

Subject: N182194810 - Customer Satisfaction Program  
Cold Welds on Driver's Side Front Shock Tower

Models: 2019 Chevrolet Equinox

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N182194810 today. The total number of U.S. vehicles involved is approximately 112. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on February 6, 2019.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated January 23, 2019. 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

# Customer Satisfaction Program

## N182194810 Cold Welds on Driver's Side Front Shock Tower



Release Date: January 2019

Revision: 00

**Attention: This program is in effect until February 28, 2021.**

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.

<b>Condition</b>	Certain 2019 model year Chevrolet Equinox vehicles may have multiple incomplete welds that join the shock tower to the shock tower skirt on the driver's side front wheelhouse assembly. Symptoms of the condition may not be noticeable to the customer, but following a severe pothole event, the customer may experience reduced vehicle control and handling performance. In addition, if the condition is not corrected, the involved parts may degrade over time resulting in reduced long-term durability.
<b>Correction</b>	Repair driver's side front wheelhouse welds and refinish.

### Parts

Quantity	Part Name	Part No.
2	Bolt	11610468

It is estimated that only 129 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.**

**Reminder:** Parts may be removed from RIM management. 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
9104290	Repair Left Front Wheelhouse Welds, Includes Refinish	6.0	ZFAT	*

\* The amount identified in "Net Item" should represent the actual sum total of the current GMCCA Dealer net price for the 3M 05917 WELD-THRU II, 3M 08852 Cavity Wax Plus, 3M 08367 Black Urethane Seam Sealer and paint and materials (code GF) needed to perform the required repairs, not to exceed \$101.87 USD, \$136.00 CAD.

### Service Procedure

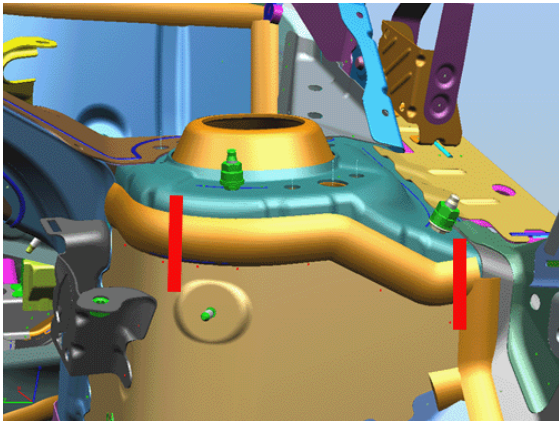
**Warning:** Refer to *Approved Equipment for Collision Repair Warning* in SI.

**Warning:** Refer to *Glass and Sheet Metal Handling Warning* in SI.

1. Remove the battery tray. Refer to *Battery Tray Replacement* in SI.
2. Remove the ground cable from the stud on the wheelhouse.
3. Remove the radiator surge tank fasteners and position the assembly out of the repair area, it is not necessary to drain and fill the coolant. Refer to *Radiator Surge Tank Replacement* in SI.
4. Remove the windshield washer solvent container. Refer to *Windshield Washer Solvent Container Replacement* in SI.
5. Remove the left front suspension strut assembly. Refer to *Strut Assembly Removal and Installation* in SI.
6. Cover the engine compartment, windshield and exterior body panels with weld blankets.

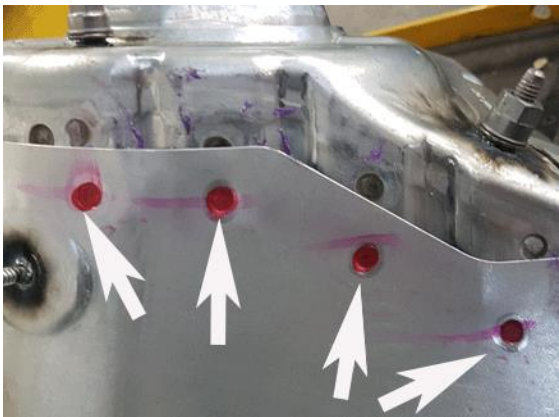
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7. Remove the body caulking from the left front wheelhouse to strut cap weld joint in the area shown above.



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8. Locate the 4 welds as shown.
9. Using an abrasive wheel, remove all the paint and coatings in the weld area. Clean the area to bare metal.
10. Drill 8 mm (5/16 in) plug weld holes on front wheelhouse panel at the four identified locations. Use care to only drill through the first layer of sheet metal.
11. Apply a Weld-Thru Coating such as 3M 05917 WELD-THRU II or equivalent to all welding surfaces. Slightly separate the panels to insure the coating penetrates the joint. Refer to *Anti-Corrosion Treatment and Repair* in SI.

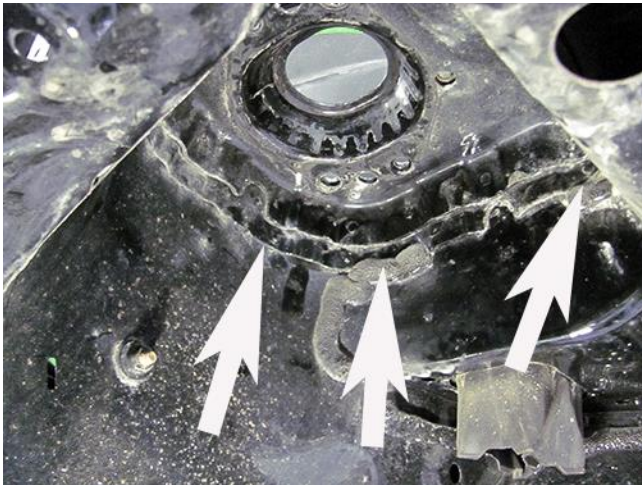


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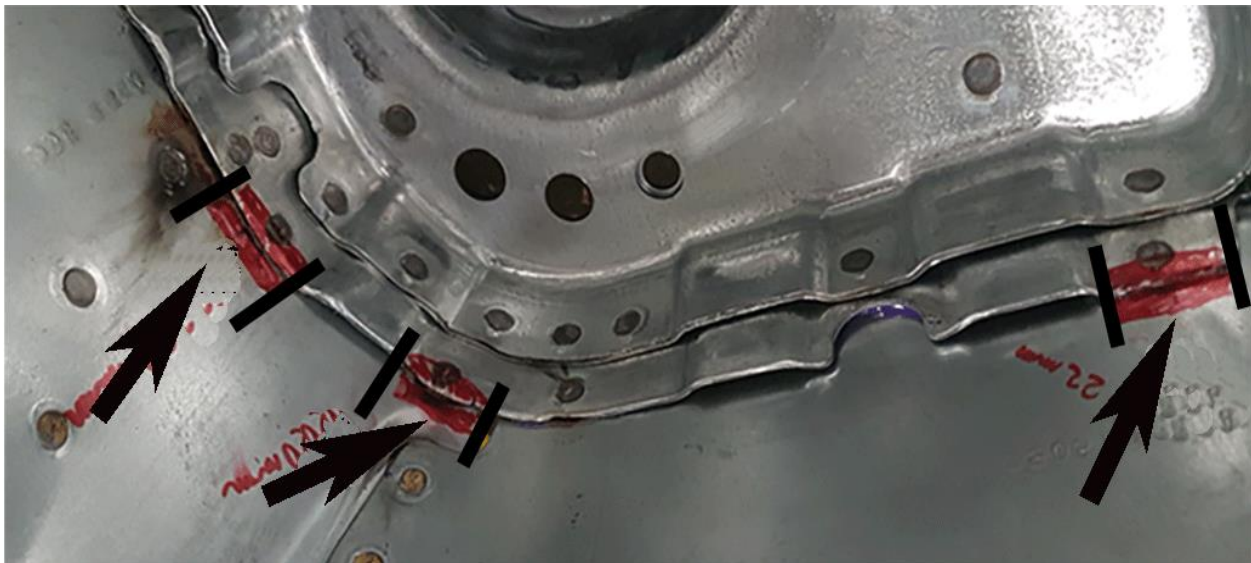
12. Install MIG/MAG plug welds at the drilled locations.

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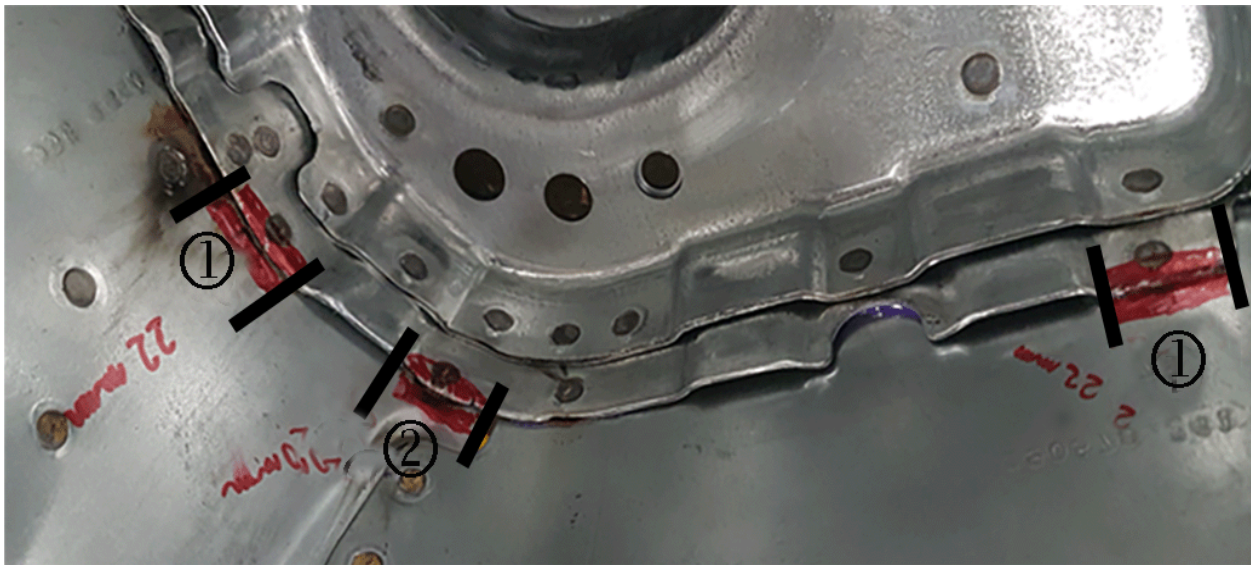


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13. With the vehicle raised, locate the 3 edge weld areas on the underside of the strut cap to wheelhouse joint.
14. Using an abrasive wheel, remove all the paint and coatings in the weld area. Clean the area to bare metal.
15. Apply a Weld-Thru Coating such as 3M 05917 WELD-THRU II or equivalent to all welding surfaces. Refer to *Anti-Corrosion Treatment and Repair* in SI.

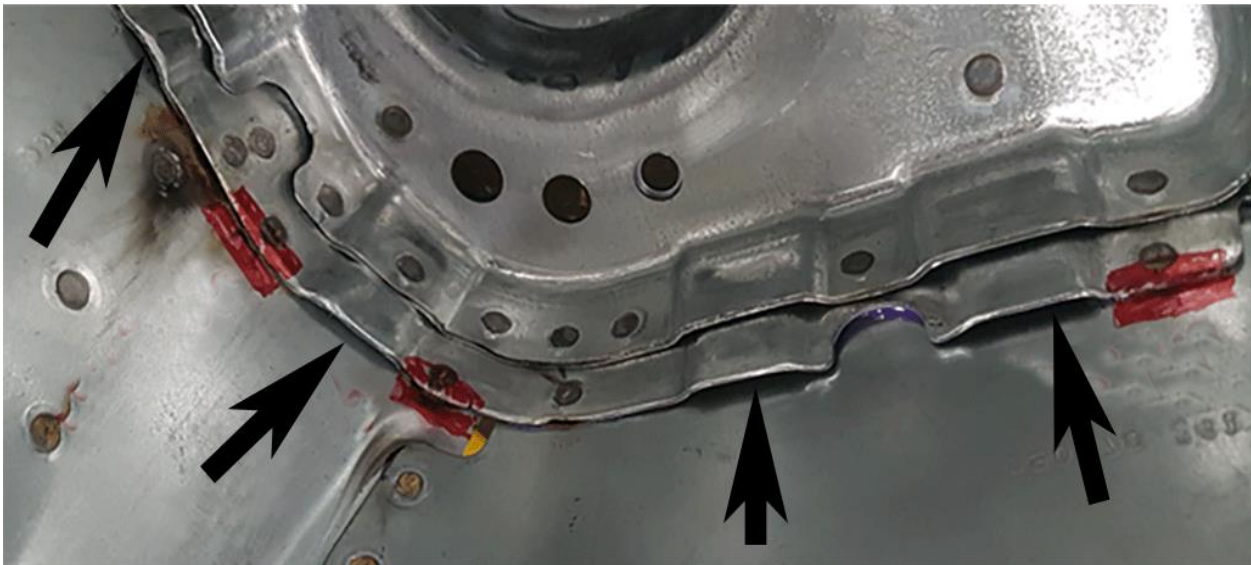
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16. Install stitch MIG/MAG welds in the identified areas. Make each weld at the #1 locations 22mm (0.87 in.) in length. Make the weld at the #2 location 20mm (0.79 in.) in length.
17. Using an appropriate solvent, remove all Weld-Thru Coatings from the repair areas. This material is only needed during the welding process.



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18. Apply 3M 08852 Cavity Wax Plus or equivalent to the repair area. Refer to *Anti-Corrosion Treatment and Repair* in SI. Insert the application tube in the four openings and coat the cavity.
19. Seal the under-body seam area using 3M 08367 Black Urethane Seam Sealer or equivalent. Refer to *Anti-Corrosion Treatment and Repair* in SI.
20. Seal the under-hood repair using 3M 08367 Black Urethane Seam Sealer or equivalent. Use care to replicate the original factory applied seam sealer, this area is visible to the customer. Refer to *Anti-Corrosion Treatment and Repair* in SI.
21. Refinish the repair areas as required. Refer to *Paint and Coatings* in SI.
22. Reinstall the left front strut assembly, radiator surge tank, windshield washer solvent container, ground cable and battery tray.

# Customer Satisfaction Program

## N182194810 Cold Welds on Driver's Side Front Shock Tower



### 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 February 28, 2021. 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 February 28, 2021, 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).

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

## N182194810 Cold Welds on Driver's Side Front Shock Tower



February 2019

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

We have learned that your 2019 model year Chevrolet Equinox may have incomplete welds that join the shock tower to the shock tower skirt on the driver's side front wheelhouse assembly. Symptoms of the condition may not be noticeable, but following a severe pothole event, you may experience reduced vehicle control and handling performance. In addition, if the condition is not corrected, the involved parts may degrade over time resulting in reduced long-term durability.

Your satisfaction with your Equinox 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 repair the driver's side front wheelhouse welds. This service will be performed for you at **no charge until February 28, 2021**. 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 truly appreciate you taking the time to remedy your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Equinox provides you many miles of enjoyable driving.

Neelie O'Connor  
Executive Director  
North America Contact Center Operations

N182194810