

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5096
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 26, 2019

Subject: N182195660 - Customer Satisfaction Program
Predictive Monitoring for Stochastic Pre-ignition (SPI).

Models: 2016 - 2017 Chevrolet Malibu equipped with LFV (1.5L Turbo Engine)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N182195660 today. The total number of U.S. vehicles involved is approximately 530. Please see the attached bulletin for details.

Customer Notification

Customers will be notified of their vehicle's involvement in this field action through OnStar in vehicle voice messaging starting Monday, July 29, 2019.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated July 27, 2019. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Customer Satisfaction Program

N182195660 Predictive Monitoring for Stochastic Pre-ignition (SPI)



Release Date: July 2019

Revision: 00

Attention: This program is in effect until July 31, 2021.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Malibu	2016	2017	LFV	1.5L Turbo 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	The 1.5 L LFV engines in certain 2016 and 2017 model year Chevrolet Malibu vehicles may have a pre-ignition condition that requires immediate repair. This condition may cause the engine to perform poorly, misfire, run rough, and/or excessively consume oil. It may also illuminate the vehicle's service engine light. Over time, if not repaired, the condition can damage the vehicle's pistons and engine.
Correction	Replace pistons.

Parts

Note: The piston and rod assembly referenced in this bulletin arrives with rod bolts that are allowed to be removed and reused one time for final assembly to the complete repair.

Quantity	Part Name	Part No.
4	PISTON, (W/CONN ROD)	12674549
4	BEARING KIT, CONN ROD (STD)	12674806
1	GASKET KIT, CYL HD	12687228
4	SPARK PLUG	12683541
1	SEAL, CR/SHF FRT OIL	12661527
1	GASKET, TIMING CHAIN TENSIONER	12636523
1	FILTER, OIL	12696048
1	GASKET, O/PMP	12644557
1	GASKET, O/PMP	12644558
1	PAN, LWR OIL	12637773
1	PIPE, FUEL FEED INTER	12684046
1	GASKET, CTLTC CONV	12641115
1	SHIELD, TURBO HT	12673929
4	SEAL, TURBO COOL	12662185
2	WASHER, TURBO OIL FEED PIPE	12662184
1	GASKET, TURBO OIL RTN PIPE	12640468
1	SEAL KIT, F/INJN FUEL RL	12659782
1	GASKET-EXH SYS FRT	23238284
1	GASKET-EXH SYS INTER	22816982
1	BOLT, CR/SHF BALR (M14X1.5X70) (HFH)	11611070
4	NUT, TURBO	11546365
3	BOLT, ENG MT ENG SI	11547918
3	BOLT, ENG MT BRKT	11588754
1	RTV Sealer	12378521 (US) 88901148 (CA)
1	THREADLOCKER MEDIUM STRENGTH, BLUE	19333511 (US) 10953489 (CA)
5	5W30 DEXOS1 GEN2 (1 QUART)	88865926 (US) 19353385 (CA)
1	COOLANT,ENGINE DEXCOOL CONC ACDELCO 1GAL	12346290 (US) 10953464 (CA)

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which piston to order.

Due to the small number of vehicles involved and due to limited initial parts availability, dealers are encouraged not to order program parts for use as shelf stock.

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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
9104556	Replace Pistons ADD: Replace Spark Plugs	10.9 0.4	ZFAT	N/A
9104557	Customer Reimbursement Approved - For USA and Canada dealers only	N/A	ZFAT	*
9104558	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**

Note: To avoid having to “H” route the customer reimbursement transaction for wholesale approval, it must be submitted prior to the repair transaction.

* For USA and Canada: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

** Submit \$10.00 administrative allowance in Net/Admin Allowance.

Service Procedure

1. Replace the pistons. Refer to *Piston, Connecting Rod, and Bearing Replacement* in SI.
2. Inspect the spark plugs for any cracks or damage. Refer to *Spark Plug Inspection* in SI. Replace as necessary.

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 July 31, 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.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through July 31, 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

In this field action, GM is offering standard courtesy transportation while a customer's vehicle is being serviced, even if the vehicle is outside of the Warranty Coverage period. Dealers should refer to the 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 Customer Satisfaction Program based on the results of the predictive analytic algorithm identifying that their vehicle should be included in this Customer Satisfaction Program on

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their vehicle through their OnStar system via an in vehicle voice message (IVVM). In the event a customer cannot be reached via IVVM, they will be contacted by the Customer Assistance Center.

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by July 31, 2020. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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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