

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5323
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 11, 2020

Subject: N202292220 - Service Update
Engine Heat Shield Missing Bolts

Models: 2020 Chevrolet Blazer
Equipped with Gas Engine, 4 CYL (RPO LSY)

To: All General Motors Dealers

General Motors is releasing Service Update N202292220 today. The total number of U.S. vehicles involved is 6. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated February 11, 2020. 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

Service Update

N202292220 Engine Heat Shield Missing Bolts – US Only



Release Date: February 2020

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	Blazer	2020	2020	LSY	ENGINE-GAS, 4 CYL

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 2020 model year Chevrolet Blazer vehicles may have only two of the three required heat shield fasteners.
Correction	Dealers are to install the third bolt in the heat shield at the engine compartment.

Parts

Quantity	Part Name	Part No.
1	Bolt	11588712

It is estimated that only 6 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 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
9104987	Install Front Wheel Drive Half Shaft Shield Bolt	0.3	ZFAT	N/A

Service Procedure

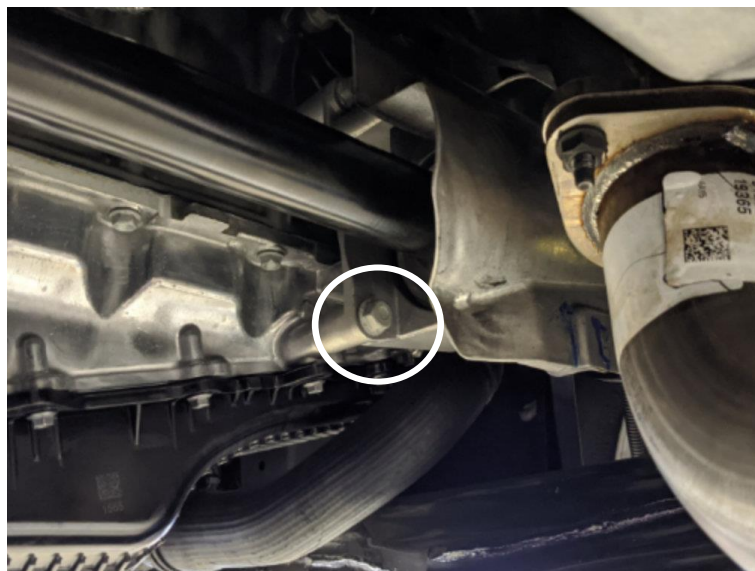
1. Raise and support vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



5515364

2. Locate missing front wheel drive half shaft shield bolt.

Service Update N202292220 Engine Heat Shield Missing Bolts



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3. Install missing front wheel drive half shaft shield bolt. Torque to 9 Nm (80lb in.).
4. Lower the vehicle.

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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