

Customer Satisfaction Program

N202301190 Transmission Oil Cooler Lines



Release Date: May 2020

Revision: 00

Attention: This program is in effect until June 30, 2022.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Malibu	2020	2020	LFV and MRG	4-cylinder, 1.5L, gas engine and CVT automatic transmission

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 Malibu vehicles, equipped with the 4-cylinder, 1.5L gas engine and continuously variable transmission (RPO LFV and MRG), may have a condition in which the transmission oil cooler lines were not properly secured.
Correction	Dealers are to inspect for the connection to the fan shroud and secure if not connected. Also, if the lines show signs of leaking, the dealers will replace if necessary.

Parts

Quantity	Part Name	Part No.
1	PIPE ASM-TRANS FLUID CLR OTLT	84599933
1	PIPE ASM-TRANS FLUID CLT INL	84599934
1	CLIP-TRANS OIL CLR PIPE	10415915
1	CLIP	25938657

IMPORTANT: Parts should only be ordered when inspection determines that it is necessary.

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.

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
9105154	Inspect Transmission Line Clip Installation	0.2	ZFAT	N/A
	ADD: Secure Transmission Line Clip to Cooling Shroud	0.1		
	ADD: Transmission Fluid Cooler Outlet Pipe Replacement	1.6		
	ADD: Transmission Fluid Cooler Inlet Pipe Replacement	1.5		

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Service Procedure

1. Raise the vehicle hood.

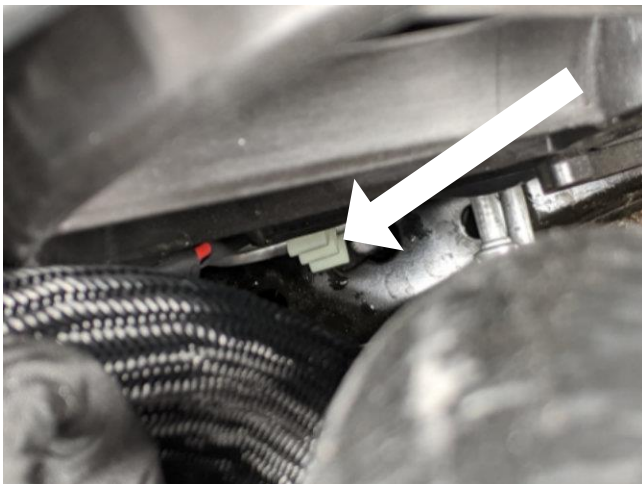


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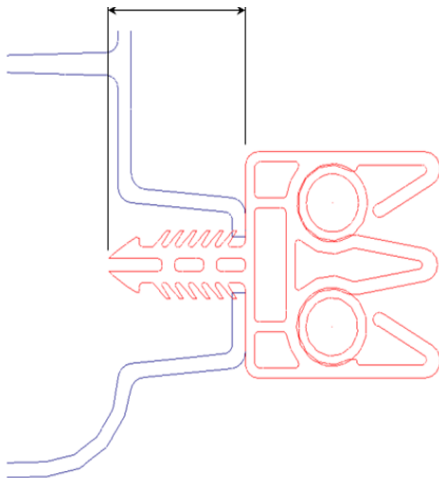
2. Locate the white clip that secures the transmission oil cooler lines to the driver side of the cooling fan shroud.



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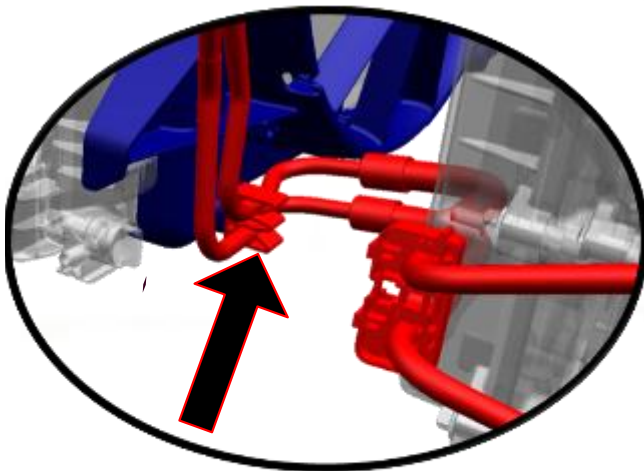
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3. Verify the clip is secured to the shroud. It is a push in type clip.
 - If the clip is secured, no further action is required.
 - If the clip is not secured, proceed to step 4.



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4. Secure the clip to the shroud.
5. Inspect the oil cooler lines for any damage. If any damage is found to the transmission cooler lines, replace the affected part. Refer to *Transmission Fluid Cooler Outlet Pipe Replacement* or *Transmission Fluid Cooler Inlet Pipe Replacement* 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 June 30, 2022. 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.

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In summary, through June 30, 2022, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to 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 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**

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June 2020

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

Dear General Motors Customer:

We have learned that your 2020 model year Chevrolet Malibu may have a condition where the transmission oil cooler lines are not fully secured.

Your satisfaction with your 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 inspect the transmission oil cooler lines and connect or replace as necessary. This service will be performed for you at **no charge until June 30, 2022**. 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.

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	1-800-496-9994	
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 Malibu provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

N202301190

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5401
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 20, 2020

Subject: N202301190 - Customer Satisfaction Program
Transmission Oil Cooler Lines

Models: 2020 Chevrolet Malibu
Equipped with 1.5L engine and continuously variable transmission
(RPO LFV and MRG)

To: Hertz

General Motors is releasing Customer Satisfaction Program N202301190 today. The total number of U.S. vehicles involved is approximately 20. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in June.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated May 21, 2020 or sooner. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS