

Customer Satisfaction Program

N182195660 Predictive Monitoring for Stochastic Pre-ignition (SPI)



Release Date: July 2019

Revision: 01

Revision Description: This bulletin has been revised to include the customer letter. Please discard all previous copies of bulletin N182195660.

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

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.

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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
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 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.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through June 30, 2022, 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 for courtesy transportation program details.

Customer Notification

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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 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 June 30, 2021. See General Motors Service Policies and Procedures Manual – 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.



**We Support
Voluntary Technician
Certification**

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June 2020

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

Dear General Motors Customer:

Previously, you may have been notified via In-Vehicle Voice Messaging (IVVM) or contacted through our GM Customer Call Center that your 2016-2017 model year Chevrolet Malibu vehicle has a pre-ignition condition that requires immediate repair.

Your satisfaction with your Malibu is very important to us, so we are announcing a program to fix this condition. We apologize for this inconvenience.

I M P O R T A N T

- Your vehicle is involved in GM safety recall N182195660.
- Schedule an appointment with your Chevrolet dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle involved in this field action?

This pre-ignition condition has been identified in your vehicle and 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. Chevrolet recommends this field action be performed within the next 30 days. Chevrolet, at no cost to you, will replace the pistons in your vehicle. These misfires may lead to pistons failing.

What will we do?

Your Chevrolet dealer will replace the pistons in your vehicle. This service will be performed for you at no charge until June 30, 2022. After that, any applicable warranty will apply.

What should you do?

To limit any possible inconvenience, we recommend that you contact your Chevrolet 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 had this condition corrected by your dealer after July 26, 2019, no further action is required.

Did you already pay for this repair?

If you had repairs for this condition prior to July 26, 2019, you will still need to take your vehicle to your dealer for additional repairs. If you have already paid for repairs for the field action condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by June 30, 2021, unless state law specifies a longer reimbursement period.

Do you have questions?

If you have 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	1-800-630-2438	1-800-833-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	
GM Medium Duty Truck	1-800-862-4389	

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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 Chevrolet Malibu provides you with many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

Enclosure
GM Field Action# N182195660

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5434
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 16, 2020

Subject: N182195660-01 - Customer Satisfaction Program
Predictive Monitoring for Stochastic Pre-ignition (SPI).
Customer Letter Added

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

To: All General Motors Dealers

Bulletin N182195660-01 has been revised to include a copy of the customer notification letter. Please discard all copies of bulletin N182195660.

Customer Letter Mailing

The customer letter mailing will begin on June 16, 2020.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS