

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5688
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 17, 2021

Subject: A202321370 - Service Update
AWD Nameplate Missing From Tailgate

Models: 2020-2021 Chevrolet Trax Redline

To: All General Motors Dealers

General Motors is releasing Service Update A202321370 today. The total number of U.S. vehicles involved is approximately 230. 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 18, 2021 or sooner. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS

Service Update

A202321370 AWD Nameplate Missing From Tailgate



Release Date: February 2021

Revision: 00

Attention: This service update involves vehicles in dealer inventory only and will expire February 28, 2022.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Trax Redline	2020	2021	F46 and CG6	Chassis Drive Line - AWD and Ornamentation – Extr, Nameplate, Var 1

This service update should be performed on vehicles in dealer inventory only. 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	On certain 2020-2021 model year Chevrolet Trax Redline vehicles, the AWD nameplate may be missing from the right side of the tailgate.
Correction	Dealers are to install the AWD nameplate on the right side of the tailgate.

Parts

Quantity	Part Name	Part No.
1	LIFTGATE NAMEPLATE	42514801

It is estimated that only 296 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
9105571	Install Liftgate Nameplate	0.3	ZFAT	N/A

Service Procedure

1. The part and surface should be 21°C (70°F) prior to installation. The vehicle should remain 21°C (70°F) for one hour after assembly to allow adhesive to develop sufficient bond strength.
2. Wipe the surface dry with a clean lint-free towel prior to installing the new name plate.
3. Wipe the vehicle surface area with a 50/50 solution by volume of isopropyl alcohol and clean drinkable water.
4. When removing protective liners from the adhesive tape, be careful not to touch tape with hands and do not allow tape to come in contact with dirt or any foreign matter prior to adhesion.
5. Use the alignment template or witness marks to position liftgate vehicle name plate.



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6. Using the palm of the hand, wet out the liftgate vehicle name plate to the liftgate to ensure full adhesion is made.

Dealer Responsibility

Service Update

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Dealers must take the steps necessary to ensure that the service update correction has been made to all involved vehicles in dealer inventory before selling or dealer-trading the vehicle, but no later than February 28, 2022.

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/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.

Dealer Reports

The Inventory tab of the Open Vehicle Report will contain Service Update Bulletin VINs that apply to this field action. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will not contain Service Update Bulletin VIN data because the intent of a Service Update Bulletin is to not inconvenience a customer with a special trip for service. Service Update Bulletins are to be completed when the customer is in for a regularly scheduled visit.

