

Service Update

N212338810 Body Mount Stress Concentration, Noise, Rattle



Release Date: January 2023

Revision: 02

Revision Description: This bulletin has been revised to add an inspect labor code for reinforcement installation, and update the service procedure. Please discard all copies of bulletin N212338810-01.

Attention: This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire on April 1, 2023.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Suburban HD	2016	2019	L96 and GAM	6.0L Gasoline Engine and Flt Government Vehicle – GSA Sale

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 2016-2019 model year Chevrolet Suburban HD vehicles equipped with a 6.0L gasoline engine (RPO L96) and is a fleet government vehicle (RPO GAM), the left rear middle body mount may crack and collapse causing a metal-to-metal contact.
Correction	Dealers are to inspect the integrity of 10 resistance spot welds attaching the body mount internal reinforcement to the vehicle floor forward of the left rear wheel. In addition, an external reinforcement will be MIG stitch welded to the outer (under-car) side of the vehicle at the body mount area.

Parts

Quantity	Part Name	Part No.
1	Underbody Reinforcement	85580707
As Required	3-M Cavity Wax Plus #08852 (Locally Sourced)	No Part Number
A Required	3-M Urethane Seam Sealer #08367 (Locally Sourced)	No Part Number

It is estimated that only 670 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
9106143	Install Underbody Reinforcement at Left Rear Body Mount (Includes spot prime, seal, and corrosion protection)	4.4	ZFAT	*
9106144	Inspect 10 Spot Welds, File Field Product Report	2.7	ZFAT	N/A
9106609	Inspect For Reinforcement Installation – No Further Action Required	0.3	ZFAT	N/A

* The amount identified in “Net Item” should represent the actual sum total of the current GMCC&A Dealer net price for 3-M Cavity Wax Plus and Urethane Seam Sealer needed to perform the required repairs, not to exceed \$46.00 USD.

Service Procedure

CAUTION: These special purpose vehicles may have a GVW of #11000 or more. Use appropriate hoists, jacks and lifting equipment when servicing to avoid injury.

Warning: Refer to [Approved Equipment for Collision Repair Warning](#).

Warning: Refer to [Glass and Sheet Metal Handling Warning](#).

Warning: Refer to [Battery Disconnect Warning](#).

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Vehicle Pre – Inspection

Some vehicles may have had the remedy reinforcement installed by the upfitter at the time of modification. Use the following steps to determine if this procedure is required.

- Lift the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
- Inspect the left rear body to frame mount forward of the rear wheel.



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- If the reinforcement is installed, no further action is required, return the vehicle to the customer. If the reinforcement is not installed, proceed to step #1.
1. Disconnect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.
 2. Remove the left rear wheelhouse liner. Refer to *Rear Wheelhouse Liner Replacement (LWB)* in SI.



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3. Remove the left body mount in front of the rear wheel. Refer to *Body Mount Upper and Lower Cushion Replacement* in SI. There is a rubber cone shaped sleeve in this mount, it can be discarded, it is an assembly aid at the plant.

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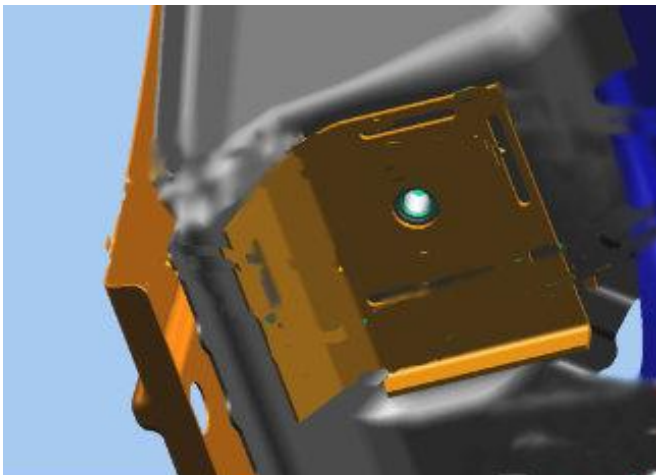


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4. Inspect the 10 spot welds in the body mount area.
 - If the welds look sound and show no tearing, cracking or distortion, proceed to step #5.
 - If any welds show signs of damage, tearing, cracking or distortion, do not proceed with the repair, follow the **Field Product Report (FPR)** process at the end of these steps.



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5. Position the reinforcement against the underbody as shown. Center the hole in the reinforcement to the body mount bolt hole.

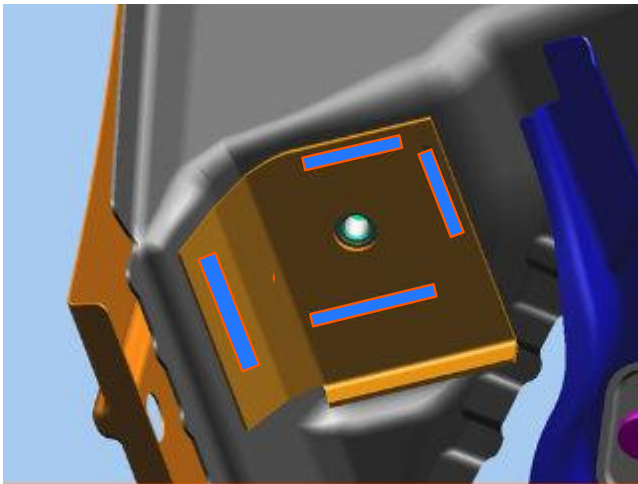
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6. Install a suitable nut on the body bolt approximately 25mm (1.0 in.) from the bolt tip. As an alternative, a small section of pipe and a washer can be used as shown in the graphic.
7. Install the bolt/nut assembly to fixture the reinforcement to the underbody.



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8. Using a paint pen, mark the four weld slot locations on the underbody (Blue Hi-Lite).



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9. Remove the bolt assembly and reinforcement.

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CAUTION: Use weld blankets to cover the fuel tank, fuel lines, brake lines and any areas that may be harmed by sparks from grinding and welding.



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10. Using an abrasive wheel, prepare the weld locations on the underbody at the paint pen locations.
11. Using an abrasive wheel, clean the galvanized coating from the weld slots on the service reinforcement.



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12. Reinstall the reinforcement using the bolt and nut combination. Ensure the hole in the reinforcement is centered to the body mount bolt hole.



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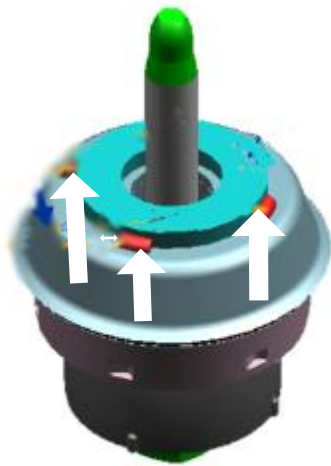


13. MIG stitch weld the four slots in the reinforcement to the underbody. Weld 20mm lengths at a time to control the heat, alternate between the 4 slots.



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14. With the welding complete, remove the bolt and nut.



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15. On the body mount, locate the four welds that attach the reinforcement washer to the helmet of the body mount.
16. Using a cut off wheel, grind through the four welds and remove reinforcement washer from the body mount. Discard the washer.
17. Clean and dress the weld area on the body mount so they are flush.

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18. Prime the body mount helmet using a high-quality automotive primer.



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19. Seal the perimeter of the reinforcement and weld slots with a high-quality body seam sealer such as 3-M Urethane Seam Sealer #08367.



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20. Coat the entire repair area with a wax-based rust preventative such as 3-M Cavity Wax Plus 08852. Install an extension wand onto the applicator and coat the inside of the repair area through the body mount bolt hole.

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21. Reinstall the left body mount in front of the rear wheel. Refer to *Body Mount Upper and Lower Cushion Replacement* in SI.
22. Reinstall the left rear wheelhouse liner. Refer to *Rear Wheelhouse Liner Replacement (LWB)* in SI.
23. Reconnect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.

Field Product Report (FPR) Process

- For US Dealers - Submit a Field Product Report (FPR) and Pictures using the Field Product Reporter App found in the Certified Service Mobile Tools (reference TSB 02-00-89-002). Be sure to include the following information:
 - Complete Dealer Information.
 - Enter VIN and Mileage.
 - For Condition enter: Floor Welds at Left Rear Body Mount.
 - For Cause enter: NA.
 - For Correction enter: Recall N212338810
- Important: Include 2 Pictures (1 Picture of the overall area showing the part and location of issue (suspect spot welds) and 1 picture showing more of a closeup of the failed spot weld area. Please make sure the pictures are in focus and the spot weld is marked to identify the issue area.

Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory or is in your facility for service through April 1, 2023, 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.

Dealer Reports – For USA & Export

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.

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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Certification**

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6425
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 30, 2023

Subject: REVISION: N212338810-02 - Service Update
Body Mount Stress Concentration, Noise, Rattle
Revised Warranty and Service Procedure

Models: 2016-2019 Chevrolet Suburban HD
Equipped with 6.0 Gasoline Engine (RPO L96) and Flt Government
Vehicle (RPO GAM)

To: All General Motors Dealers

This bulletin has been revised to add an inspect labor code for reinforcement installation, and update the service procedure. Please discard all copies of bulletin N212338810-01.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS