

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5111
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 7, 2019

Subject: N192210570 - Special Coverage
Center High Mount Stop Lamp Water Leak

Models: 2016 – 2017 Chevrolet Malibu

To: All General Motors Dealers

General Motors is releasing Special Coverage N192210570 today. The total number of U.S. vehicles involved is approximately 252,825. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on August 21, 2019.

Global Warranty Management (GWM)

The Applicable Warranties section on the Investigate Vehicle History (IVH) screen will be updated August 7, 2019. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Special Coverage Adjustment

N192210570 Center High Mount Stop Lamp Water Leak



Release Date: August 2019

Revision: 00

Attention: This Special Coverage can be seen in the Applicable Warranties section in Investigate Vehicle History (IVH).

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Malibu	2016	2017		

Involved vehicles are identified on the Applicable Warranties section 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 some 2016 - 2017 model year Chevrolet Malibu vehicles, there may be a water leak through the center high mount stop lamp (CHMSL).
Special Coverage Adjustment	<p>This special coverage covers the condition described above for a period of 6 years or 72,000 miles (116,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.</p> <p>For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after August 6, 2019, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to August 6, 2019, must be submitted to the Service Contract provider.</p> <p>Vehicle owners or lessees who paid for repairs referenced in this Special Coverage ("Customers") are eligible for reimbursement of their reasonable and customary expenses in accordance with the procedures specified below. The conditional right to reimbursement is provided by GM solely in the interest of customer satisfaction and is personal to Customers. <i>Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.</i></p>
Correction	Dealers are to inspect for evidence of water at the high mounted stop lamp and if necessary, repair the center high mounted stop lamp with a lamp kit containing insulators and new fasteners. The original lamp assembly is retained. The repairs will be made at no charge to the customer.

Parts

Quantity	Part Name	Part No.
4	NUT, HIGH MT S/LP (20 nuts per package)	11602012
1	LAMP KIT, HIGH MT STOP (CONTAINS 4 INSULATORS)	84279073

Note: The nut – high mt s/lp part 11602012, is sold in a package quantity of 20 and may already be available in your dealer inventory.

Reminder: Parts may be removed from Retail Inventory Management (RIM) management. Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Note: Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to order the correct parts required of any water damage remediation.

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Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900628	Inspection Only, No Repair Required	0.2	ZREG	N/A
9900629	Install High Mounted Stop Lamp Gaskets and Nuts (Includes Inspection) ADD: Replace Headlining Trim Panel ADD: Rear Floor Panel Carpet Replacement ADD: Remove, Dry and Reinstall Rear Floor Panel Carpet and /or Rear Compartment Floor Area	1.0 3.5 1.2 1.5	ZREG	N/A
9900630	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZREG	*
9900631	Customer Reimbursement Denied – For USA dealers only	N/A	ZREG	**

* For USA and Canada: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement.

** Submit \$10.00 administrative allowance in Net/Admin Allowance.

Service Procedure

Inspect for water pooling in the trunk or the spare tire well, water in the rear passenger floor area, a wet headliner or evidence of water damage in these locations.

- If any evidence of water is present, proceed to step #1.
- If no water damage is evident, inform the customer that their vehicle does have the condition described in this bulletin.



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TIP: Install two foam blocks (1) between the roof of the vehicle and the headlining trim panel to gain access to the high mount stop lamp nuts.

1. Remove the high mounted stop lamp. Refer to *High Mounted Stop Lamp Replacement* in SI.

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2. With the lamp assembly removed, clean the body mating surface with a clean lint free rag.

Caution: DO NOT use sharp tools or any chemicals to remove the gaskets from the lamp assembly or damage may occur.

Note: Ensure that all foam residue is removed from the lamp assembly.

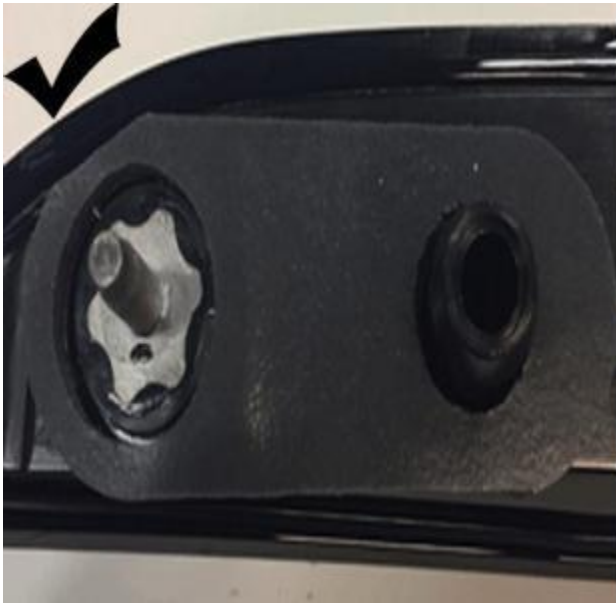


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3. Remove the gaskets from the high mount stop lamp and DISCARD.

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Caution: Make sure the gasket is centered and does NOT ride up the fastener joint. A water leak may occur if the gasket is not installed properly. Refer to the pictures above.

4. Install the NEW gaskets on the high mount stop lamp.
5. Install the high mount stop lamp in the vehicle.

Note: Ensure the connector and connector position assurance (CPA) are fully seated.

6. Connect the high mount stop lamp electrical connector.

Caution: Do NOT apply threadlocker to the high mount stop lamp nuts or studs as part damage may occur.

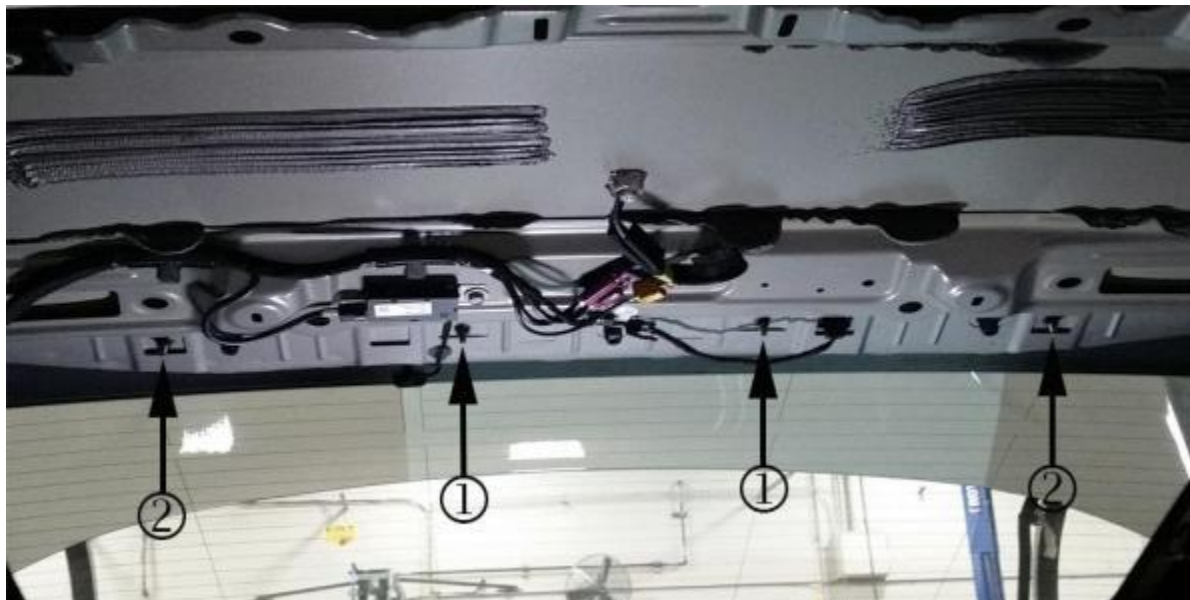
7. Install the NEW high mount stop lamp nuts and hand tighten.

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Note: The two middle high mount stop lamp nuts (1) **MUST** be torqued first.



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8. Tighten the two middle high mounted stop lamp nuts (1) to 4.7 Nm (41.52 lb in).
9. Tighten the two outside high mounted stop lamp nuts (2) to 4.7 Nm (41.52 lb in).
10. Remove the foam blocks and reinstall the removed components. Refer to *High Mounted Stop Lamp Replacement* in SI.
11. Repair or replace any water damaged trim, as necessary. Refer to *Floor Carpet Drying* in SI.

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, Sections 1.4 and 6.1.10, for courtesy transportation program details.

Customer Notification

General Motors will notify Customers of this special coverage on their vehicle (see copy of typical Customer letter included with this bulletin).

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 August 31, 2020. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – 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**

Special Coverage Adjustment

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August 2019

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

Dear General Motors Customer:

As the owner of a 2016 or 2017 model year Chevrolet Malibu, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2016 or 2017 model year Chevrolet Malibu vehicles, may have a condition where water may leak in into the center high mount stop lamp (CHMSL) possibly causing a wet headliner or water in the spare tire well.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2016 or 2017 model year Chevrolet Malibu within 6 years of the date your vehicle was originally placed in service or 72,000 miles (116,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: If you have already paid for repairs for the condition described in this letter, 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 August 31, 2020, unless state law specifies a longer reimbursement period.

The right to submit reimbursement claims is provided by GM solely in the interest of customer satisfaction and is personal to vehicle owners and lessees who previously paid for repairs referenced in this Special Coverage ("Customers"). **Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.**

If you have any questions or need any assistance, please contact your dealer or 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	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Neelie O'Connor
Executive Director
North America Contact Center Operations

Enclosure
N192210570