

Product Safety Recall

A182202370 Lower Control Arm Weld (Inspection Only)



Release Date: May 2019

Revision: 02

Revision Description: The service procedure, warranty information, and parts sections were updated, and pictures were added for clarity. Please discard all copies of bulletin A182202370-01.

Attention: Vehicles involved in this safety recall were placed on stop delivery on April 18, 2019. This bulletin contains an inspection procedure for vehicles that are New and Unsold in dealer inventory as well as vehicles in dealership Used inventory and any customer vehicles that have specifically requested the inspection. Vehicles that pass the inspection procedure contained in this bulletin can be released from stop delivery or hold and be delivered to the customer. **Vehicles that do not pass the inspection procedure contained in this bulletin cannot be released at this time**, and a future revision to this bulletin will publish a final repair procedure for dealership-owned and customer-owned vehicles.

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

All involved vehicles that are in New and Unsold and Used dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the inspection contained in this bulletin has been performed on the vehicle and the vehicle passes the inspection.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Tracker (Export only)	2017	2019		
Chevrolet	Trax	2017	2019		

Note: Involved vehicles are marked “Incomplete, Remedy not available” 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. We have modified the labor operations listed below to allow them to pay even though these vehicles are marked as “Incomplete, Remedy not available” in IVH. This will allow vehicles that pass inspection to be sold.

Condition	General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2017-2019 model year Chevrolet Trax and Tracker vehicles. In some of these vehicles, a joint in one or both front lower-control arms may have been improperly welded. Over time and in rare cases, an improperly welded joint can fatigue and break, causing the lower-control arm to partially separate from the vehicle.
Inspection	With the below revised remedy, all lower control arms will be inspected using a gauge tool to determine if they meet manufacturing specifications. Please note, this is for the Trax only in the USA and Canada.

Parts

Quantity	Part Name	Part No.
1 (reusable)	Control Arm Inspection Gauge	CH-52980-1

Note: Beginning the week of May 20, 2019, dealers will be shipped via UPS from Bosch, a CH-52980-1 Control Arm Inspection Gauge Tool for use in this recall. This tool is being furnished at no charge. In the event additional quantities are required, please access the GM Special Service Tools site through GlobalConnect. The tool is not to be ordered from CCA.

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Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104446	Inspect Only – Gauge – Left and Right control arms both passed gauge inspection Add: Cleaning Time	0.2 0.1	ZFAT	N/A
9104498	Inspect Only – Vehicle has bad control arms on one or both sides – (vehicle needs to be held until parts are available) Add: Cleaning Time	0.2 0.1	ZFAT	N/A
9104449	Floor Plan Reimbursement	N/A	ZFAT	*
9104502	Working Capital Assistance Program Reimbursement	N/A	ZFAT	**

* USA & Canada Only – For vehicles eligible for floor plan reimbursement, the amount should be submitted in Net Item/Miscellaneous. This amount should represent the product of the vehicle’s average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (April 18, 2019) to the date the repair is completed and the vehicle is ready for sale (not to exceed 34 days):

Vehicle	Reimbursement Amount	
	USA	Canada
2017 Chevrolet Trax	\$4.21	N/A
2018 Chevrolet Trax	\$4.22	\$3.86
2019 Chevrolet Trax	\$4.14	\$3.97

Note: US Only - To avoid having to “H” route the WCAP transaction for approval, it must be submitted prior to the repair transaction.

Important: The WCAP ZSET transaction labor code, 9800025, provided in the dealer message sent on (May 02, 2019), must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.

** **US Dealers Only** - For vehicles eligible under the Working Capital Assistance Program, the amount should be submitted in Net Item/Miscellaneous. This amount has been calculated to a daily value for the days that the vehicle was in used dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale/stop delivery order (April 18, 2019) to the date the inspection or repair closed the recall bulletin. (not to exceed 34 days).

Canada Dealers Only - For Canada, please continue to follow the process outlined in the Used Virtual Coupon Program Dealer message published on January 4, 2019. (see GCCA-5-1323).

Working Capital Assistance Program (WCAP)

Vehicle	Working Capital Assistance Reimbursement Amount
2017 Chevrolet Trax	\$5.15
2018 Chevrolet Trax	\$5.98
2019 Chevrolet Trax	\$6.53

Special Tool/Video/Kit

Beginning the week of May 20, 2019, dealers will be shipped via UPS from Bosch, a CH-52980-1 Control Arm Inspection Gauge Tool for use in this recall. This tool is being furnished at no charge. In the event additional quantities are required, please access the GM Special Service Tools site through GlobalConnect. The tool is not to be ordered from CCA.

Service Procedure

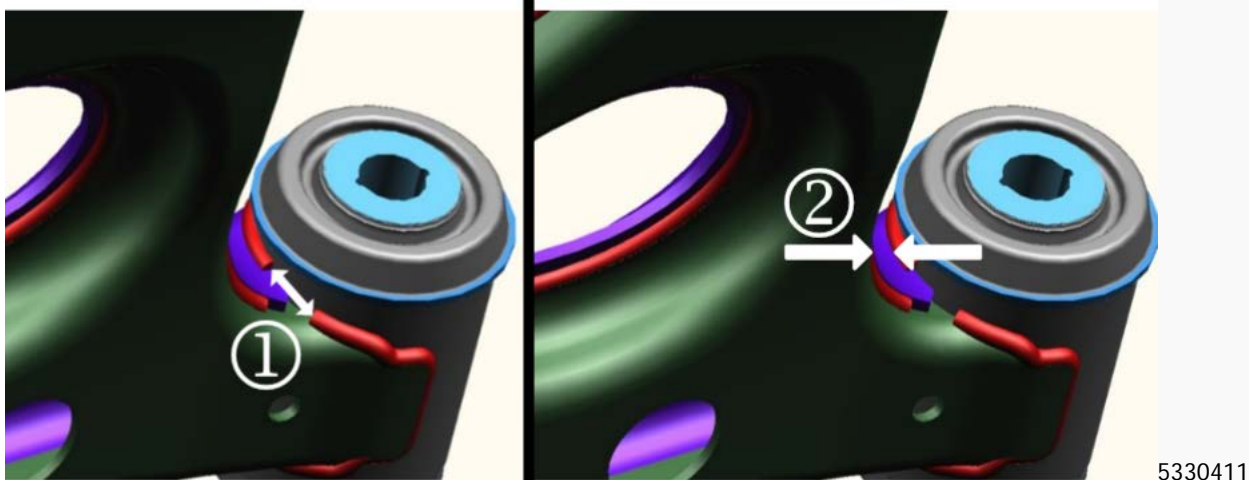
1. Lift the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
2. Inspect the welds on the rearward side of the driver’s side front control arm bushing barrel using the provided gauge.

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Photograph of the Inspection Gauge. Use the gauge to measure two weld gaps on the lower control arm. Use the number one (1) side of the gauge to measure the weld gap in step 4 and the number two (2) side of the gauge to measure the weld gap in step 5.



Photograph of Gap 1 (between the welds, red) and Gap 2 (between the control arm body and bushing barrel, purple).

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3. Inspect the welds on the rearward side of the driver's side front control arm bushing barrel using the provided gauge.



4. Inspect the Gap (1) in the weld using the number one (1) side of the gauge. With the gauge oriented as shown, slide the top of the tool along the barrel of the bushing until it contacts the upper weld. Then, pivot the bottom of the gauge in while holding the top against the upper weld until the bottom of the tool is also contacting the bushing barrel or weld.

- If the inspection gauge does **not** fit in the gap between the welds (check mark), the control arm is good.
- If the inspection gauge **does** fit in the gap between the welds (X), the control arm is bad and must be replaced.



5. Inspect the Gap (2) between the control arm bushing barrel and the control arm using the rear number two (2) of the inspection gauge.

- If the number two (2) side of the gauge does **NOT** fit between the bushing barrel and the control arm (check mark), the control arm is good.
- If the number two (2) side of the gauge **does** fit in the gap between the bushing barrel and control arm (X), the control arm is bad and must be replaced.
- Repeat the process again starting at step 3 on the passenger's side control arm.

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- If all control arms passed the gauge inspection, no further action is required on that vehicle. Proceed to step 7.
6. Hold any vehicle that failed inspection on **either** control arm until parts are available.
 7. Lower the vehicle. Refer to Lifting and Jacking the Vehicle in SI.

Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

Dealer Responsibility – All

All New and Unsold vehicles in dealers' possession and subject to this recall 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 until it passes inspection as outlined in the bulletin.

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. When the final remedy is available, and 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 dealers with involved vehicles, a listing will be made available when the final remedy is available.

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.

