

Product Safety Recall

A192261870 Lower Control Arm Weld



Release Date: September 2019

Revision: 01

Revision Description: This bulletin has been revised to include the Working Capital Assistance Program (WCAP) provisions. Please discard all copies of bulletin A192261870.

Attention: 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 dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

This is a population extension to an earlier recall campaign. NHTSA requested that GM handle this extension as a new field action.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Trax	2015	2018		

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	General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2015-2018 model year Chevrolet Trax 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. This is an expansion of the population in NHTSA Recall 19V312000.
Correction	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. Dealers will replace lower control arms that do not pass the gauge inspection.

Parts

Quantity	Part Name	Part No.
1 (reusable)	Control Arm Inspection Gauge	CH-52980-1
1	ARM ASM – Front Lower Control, LH (FE2 Suspension)	95328052
1	ARM ASM – Front Lower Control, RH (FE2 Suspension)	95328053
2 (Per Side)	Front Lower Control Arm Bushing Bolt	11569601

Note: Dealers were previously shipped a CH-52980-1 Control Arm Inspection Gauge Tool for use in this recall. 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.

Important: Due to very limited parts availability, **dealers should not order these parts as shelf stock.** Based on our records it appears that there may be a significant amount of Dealer shelf stock. Please validate your shelf stock prior to ordering for this Recall.

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your “involved vehicles listing” before ordering parts. Order parts on a CSO = Customer Special Order only. DRO’s may be cancelled. All orders may be reviewed prior to being filled. Parts may have quantity limiters in effect.

Reminder: Parts may be removed from RIM management. Dealers should review the affected parts to confirm RIM managed status.

Product Safety Recall
A192261870 Lower Control Arm Weld



Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104676	Inspect Only – Gauge – Left and Right control arms both passed gauge inspection Add: Cleaning Time	0.2 0.1	ZFAT	N/A
9104677*	Replace Front Control Arm Replace Both Front Control Arms Add: Front End Alignment Add: Cleaning Time	0.7 1.0 0.7 0.1	ZFAT	N/A
9104678	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZFAT	**
9104679	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	***
9104695	Working Capital Assistance Program Reimbursement	N/A	ZFAT	****

* Includes inspection time.

** 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.

Working Capital Assistance Program (WCAP) Reimbursement – USED INVENTORY ONLY

Note: USA 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, 9800031, provided in the dealer message sent on September 27, 2019, must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.

**** **USA 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 September 12, 2019 to the date the inspection or repair closed the recall bulletin. (not to exceed 33 days).

Product Safety Recall

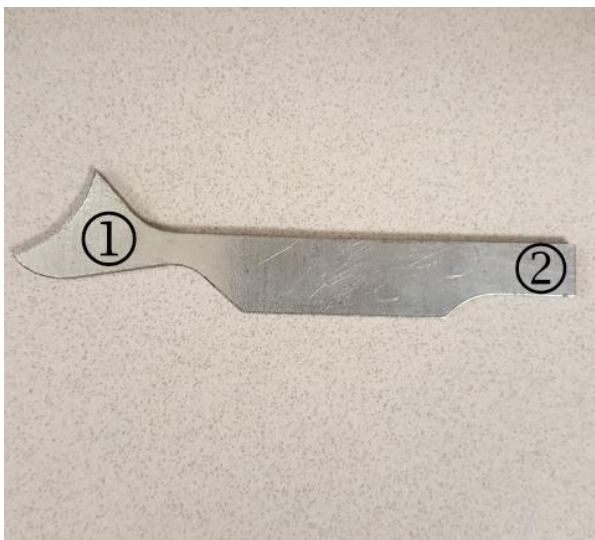
A192261870 Lower Control Arm Weld



Vehicle	Working Capital Assistance Reimbursement Amount – USA Only
2015 Chevrolet Trax	\$4.40
2016 Chevrolet Trax	\$5.13
2017 Chevrolet Trax	\$6.44
2018 Chevrolet Trax	\$7.48

Service Procedure

1. Lift the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
2. Locate your inspection gauge and identify sides 1 and 2 as shown below.



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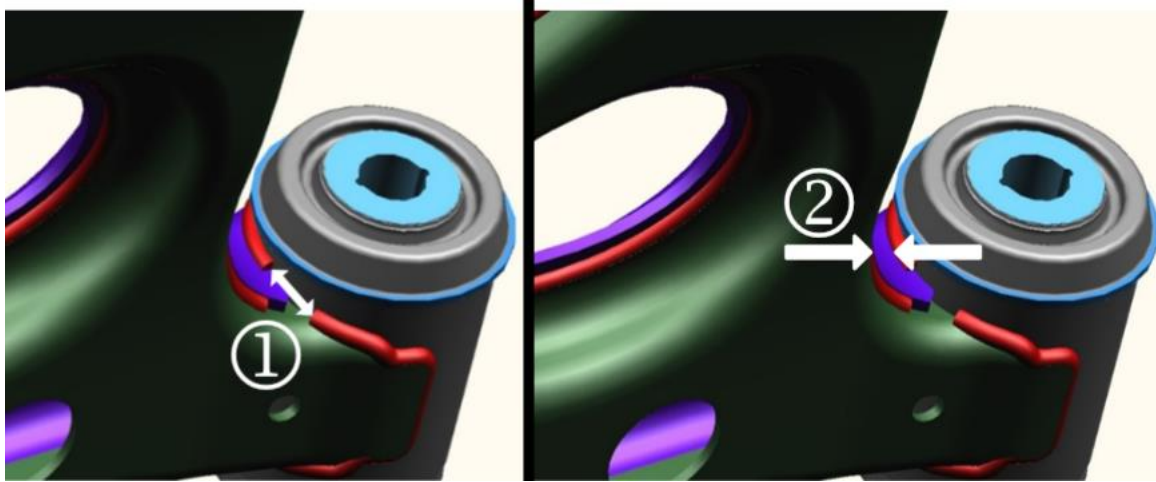
Photograph of the Inspection Gauge. Use the gauge to measure two weld gaps on the lower control arm. Use the number one (1) side of the gauge to measure the weld gap in step 4 and the number two (2) side of the gauge to measure the weld gap in step 5.



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Product Safety Recall

A192261870 Lower Control Arm Weld

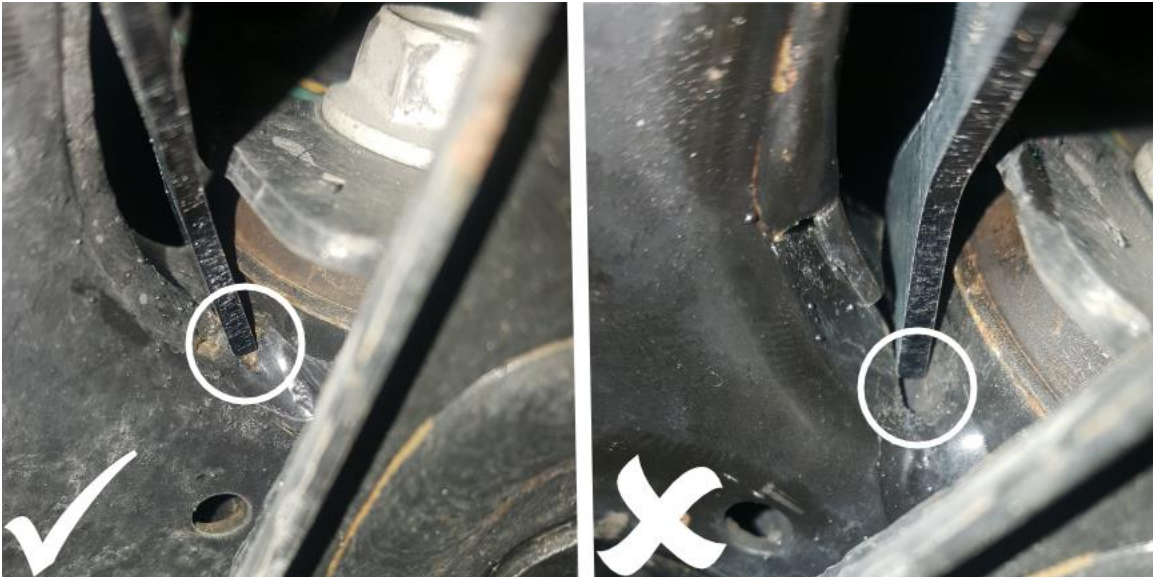


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Photograph of Gap 1 (between the welds, red) and Gap 2 (between the control arm body and bushing barrel, purple).

Note: The area indicated above by (1) and (2) should be thoroughly cleaned using a wire brush or rag and brake cleaner if the technician determines that there is too much rust, dirt, or other debris to make an accurate measurement. There is an add time in the labor chart if you determine that the vehicle you are inspecting needs additional cleaning prior to inspection.

- 3. 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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- 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.

Product Safety Recall

A192261870 Lower Control Arm Weld



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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 2nd side of the gauge does **NOT** fit between the bushing barrel and the control arm (check mark), the control arm is good.
 - If the 2nd 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.
 - If all control arms passed the gauge inspection, no further action is required on that vehicle. Proceed to step 7.

Note: Both front lower control arms must be inspected and evaluated separately for replacement. Only lower control arms that have failed inspection should be replaced. Do not replace both lower control arms if only one failed the gauge inspection.

6. Replace any front control arms that failed inspection. Refer to *Lower Control Arm Replacement* in SI.
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, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall 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

Product Safety Recall

A192261870 Lower Control Arm Weld



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 recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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. Follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory or is in your dealership for service in the future, you must take the steps necessary to be sure the recall 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 recall 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 recall.

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

USA & Canada - General Motors will notify customers of this recall on their vehicle.

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act.

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 September 30, 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.



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Voluntary Technician
Certification**