



# Service Bulletin

Bulletin No.: 19-NA-198

Date: November, 2019

## TECHNICAL

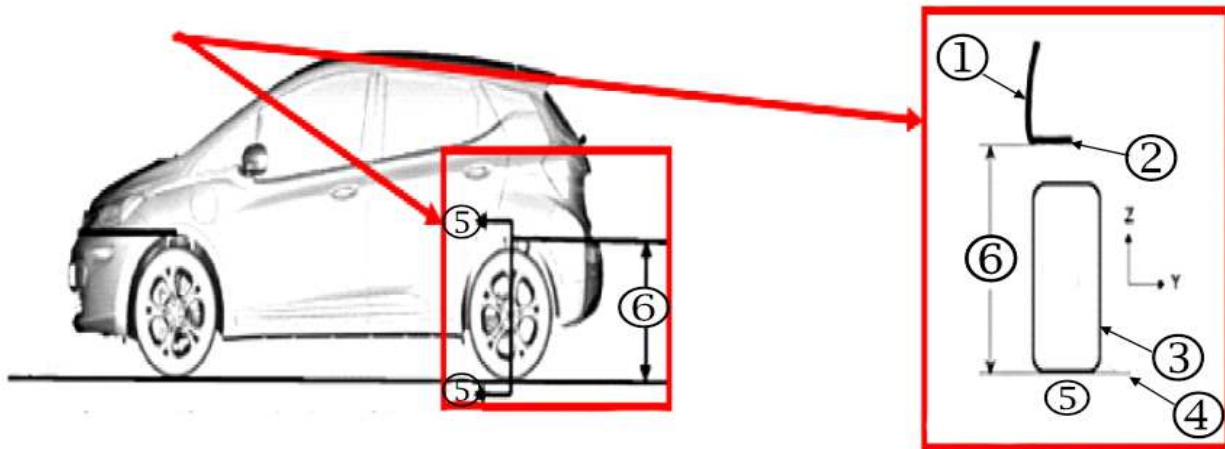
**Subject: Rear of Vehicle too High from Ground Surface with OEM Wheels and Tires**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Bolt EV	2019	2019	April 1, 2019	May 10, 2019	All	All

<b>Involved Region or Country</b>	North America, N.A. Export Regions
<b>Condition</b>	Some customers may comment that the rear of the vehicle sits too high from the ground surface, with OEM wheels and tires.
<b>Cause</b>	The cause of the condition may be due to improper part labeling from the supplier. The assembly plant may have built several vehicles with the incorrect rear coil spring.
<b>Correction</b>	Complete the Inspection Procedure below and follow the appropriate recommendation.

## Inspection Procedure

1. Park the vehicle onto a known flat surface, and have the driver exit the vehicle.



**Important:** Ensure that the inspector is measuring from the ground to the top of the wheel opening, through the centerline of the rear wheel. To ensure the most accurate measurements possible, it is recommended that the same inspector measure both sides of each vehicle.

**Note:** Key for call-outs above: (1) Quarter Panel, (2) Wheel Opening, (3) Tire (4) Ground, (5) Section, (6) Height.



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- Utilizing a metric tape measure, or yard stick, measure the height of both sides of the vehicle.

VIN	Driver Side	Passenger Side	Cross-car Difference
1G1F76E05K4141023	705 mm	680 mm	25 mm

- Record the vehicle VIN, driver side, and passenger side measurements. An example is shown in the table above.
  - If the driver and passenger side heights are below 699 mm **AND** the cross-car measurements have a difference of 10 mm or less, the vehicle is within trim height specifications. No further action is required.
  - If the driver side **or** passenger side measurement is 699 mm or higher, **and/or** if the difference in cross-car measurements is greater than 10 mm, replace BOTH rear coil springs. Refer to *Rear Coil Spring Replacement* in SI.
- All reworked vehicles must go through the headlight aim process before returning to customers. Refer to the appropriate *Front Headlamp Aiming* procedure in SI.

### Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
8080518*	Rear of Vehicle Height Measurement Inspection	0.2 hr
Add	Rear Coil Spring Replacement - Both Sides	0.5 hr

\*This is a unique Labor Operation for bulletin use only.

### Parts Information

Causal Part	Description	Part Number	Qty
X	SPRING-RR COIL	42477247	2, if necessary

Version	1
Modified	Released November 14, 2019

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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.



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