

# Service Update

## N232419270 Structure Plug Missing



Release Date: November 2023

Revision: 00

**Attention:** This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Malibu	2023	2023		

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.

<b>Condition</b>	On certain 2023 model year Chevrolet Malibu vehicles, a structure plug may be missing on the passenger's side of the dash panel.
<b>Correction</b>	Dealers are to inspect, and if necessary, install the structure plug.

### Parts

Quantity	Part Name	Part No.
1	Structure Plug	95326304

Due to the small number of vehicles involved and limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock. Parts should only be ordered when inspection determines that it is necessary.

**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.

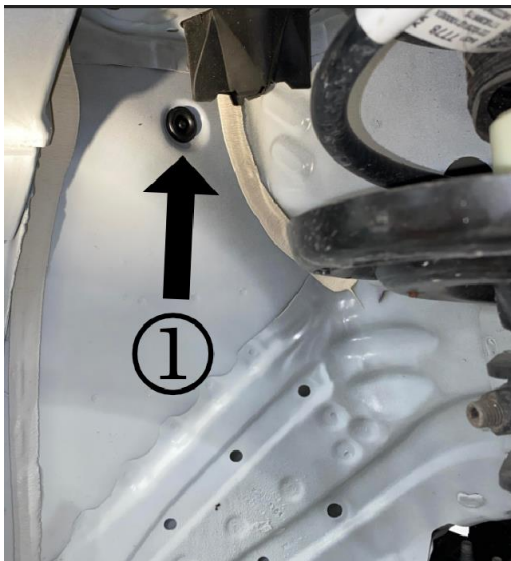
### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106999	Inspect Only – No Further Action Required	0.7	ZFAT	N/A
9107000	Install Structure Plug (includes inspection)	0.8	ZFAT	N/A

### Service Procedure

**Important:** Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

1. Remove the Passenger Side Front Wheelhouse Liner. Refer to *Front Wheelhouse Liner Replacement – Right Side* in SI.



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2. Look for the Structure Plug (1) located in the rear upper area of the Wheelhouse.
  - If the plug is in place, proceed to step 4.
  - If the plug is NOT in place, inspect for any water damage on the interior of the vehicle and repair as necessary. Proceed to step 3.
3. Install the NEW Structure Plug.
4. Install the Passenger Front Wheelhouse Liner. Refer to Refer to *Front Wheelhouse Liner Replacement – Right Side* in SI.

#### Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, 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 Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, etc. in dealers' possession and subject to this field action 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 Pre-Owned (CPO) vehicles currently in the dealers' inventory within the SHIFT Digital system 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 SHIFT Digital system, or once again be used in the Courtesy Transportation Program.

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#### 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.



GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6724  
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 20, 2023  
Subject: N232419270 - Service Update  
Structure Plug Missing  
Models: 2023 Chevrolet Malibu  
To: All General Motors Dealers

General Motors is releasing Service Update N232419270 today. The total number of U.S. vehicles involved is 19. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated November 20, 2023. A Stock VIN list is not included as our records show there are no vehicles in dealer new inventory.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS