



Service Bulletin

File in Section: -


Bulletin No.: 16-NA-010


Date: January, 2016

TECHNICAL

Subject: Front Strut Shaft Contacting Hood Due to Premature Strut Mount Wear

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Caprice PPV	2011	2013			All	All

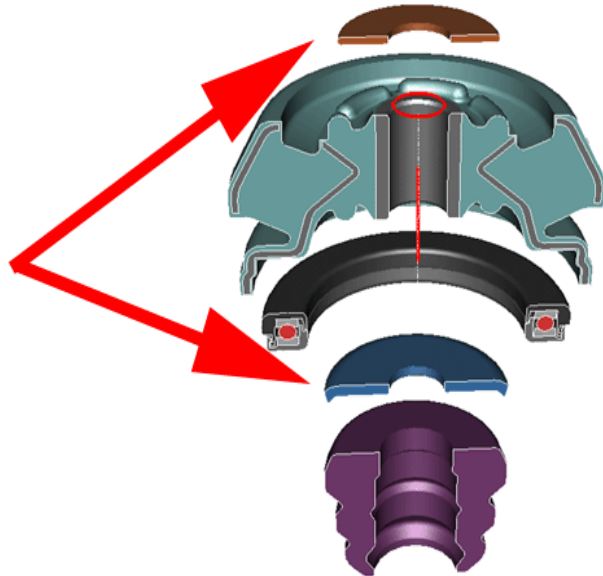
<p>Condition</p>	 <p style="text-align: right;">4356278</p> <p>Some customers may comment that the front strut shaft has come free from the strut mount and made contact with the vehicles hood.</p>
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<p>Cause</p>	 <p style="text-align: right;">4356276</p>
<p>This may be caused by premature wear within the front strut mount.</p>	

Correction

2011 Model Year

If you encounter a vehicle that exhibits the above condition, replace both the front struts with Part Numbers 92263478 and 92263479 in addition to replacing the front strut mounts. Refer to *Strut, Strut Component, or Spring Replacement* in SI.

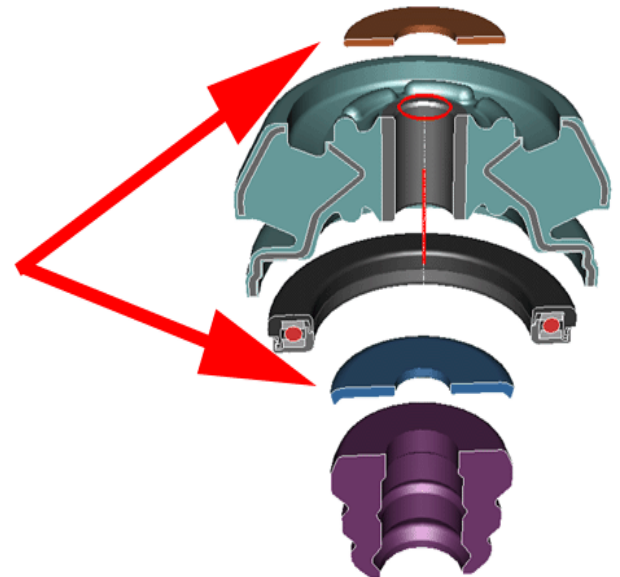


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Important: Unlike the previous design, the top and bottom washers are now unique. The top washer is Part Number 92273396 and the lower washer is Part Number 92421239 and must be oriented with the flat surface facing upwards.

2012-2013 Model Years

If you encounter a vehicle that exhibits the above condition, replace the front strut mounts. Refer to *Strut, Strut Component, or Spring Replacement* in SI.



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Important: Unlike the previous design, the top and bottom washers are now unique. The top washer is Part Number 92273396 and the lower washer is Part Number 92421239 and must be oriented with the flat surface facing upwards.

Parts Information

Description	Part Number	Qty
MOUNT ASM, FRT STRUT	92284577	2

Warranty Information

Labor Operation	Description	Labor Time
8033791	Strut, Strut Component, or Spring Replacement - Both Sides	Use Published Labor Operation Time

Version	1
Modified	

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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