

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5137
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 11, 2019

Subject: N192210240 - Special Coverage
Evaporative Emissions Purge Valve Replacement

Models: Various Makes and Models listed below

Make	Model	Model Year	
		From	To
Buick	Cascada	2018	2018
	Encore	2016	2017
	Enclave	2016	2017
	LaCrosse	2016	2016
Chevrolet	Caprice	2016	2017
	Cruze	2016	2016
	Impala	2016	2017
	Sonic	2016	2017
	Traverse	2016	2017
	Trax	2016	2017
GMC	Acadia	2016	2017

To: All General Motors Dealers

General Motors is releasing Special Coverage N192210240 today. The total number of U.S. vehicles involved is approximately 1,171,046. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on September 25, 2019.

Global Warranty Management (GWM)

The Applicable Warranties section on the Investigate Vehicle History (IVH) screen will be updated September 11, 2019. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Special Coverage Adjustment

N192210240 Evaporative Emissions Purge Valve Replacement



Release Date: September 2019

Revision: 00

Attention: This Special Coverage can be seen in the Applicable Warranties section in Investigate Vehicle History (IVH).

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Cascada	2018	2018		
	Encore	2016	2017		
	Enclave	2016	2017		
	LaCrosse	2016	2016		
Chevrolet	Caprice	2016	2017		
	Cruze	2016	2016		
	Impala	2016	2017		
	Sonic	2016	2017		
	Traverse	2016	2017		
	Trax	2016	2017		
GMC	Acadia	2016	2017		

Involved vehicles are identified on the Applicable Warranties section 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	Certain 2016-2018 model year various make and model vehicles shown above, may have a condition that could cause the evaporative emissions purge valve to not fully close. If this condition occurs, the engine could run rough, hesitate or stall at idle speeds. Additionally, the Malfunction Indicator Light (Check Engine Light) would illuminate and a diagnostic trouble code would be set.
Special Coverage Adjustment	<p>This special coverage covers the condition described above for a period of 10 years or 150,000 miles (240,000 km) for Acadia, Cascada, Enclave, Traverse, vehicles or 10 years or 120,000 miles (193,000 km) for Caprice, Cruze, Encore, Impala, LaCrosse, Sonic and Trax vehicles, whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.</p> <p>For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after September 11, 2019, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to September 11, 2019, must be submitted to the Service Contract provider.</p> <p>Vehicle owners or lessees who paid for repairs referenced in this Special Coverage ("Customers") are eligible for reimbursement of their reasonable and customary expenses in accordance with the procedures specified below. The conditional right to reimbursement is provided by GM solely in the interest of customer satisfaction and is personal to Customers. <i>Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.</i></p>
Correction	Dealers are to replace the evaporative emissions purge valve as necessary. The repairs will be made at no charge to the customer.

Parts

Quantity	Part Name	Part No.
1	Evaporative Emission Canister Purge Solenoid Valve	12690512
1	Evaporative Emission Canister Purge Solenoid Valve	55573017
1	Evaporative Emission Canister Purge Solenoid Valve	55567453
1	Evaporative Emission Canister Purge Solenoid Valve	55569458

Note: Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which (part name) to order.

Important: Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock.

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.

Special Coverage Adjustment

N192210240 Evaporative Emissions Purge Valve Replacement



Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900612	Diagnostic Time Only – No Repair Required	0.1-0.5	ZREG	N/A
9900613	Evaporative Emission Canister Purge Solenoid Valve Replacement Acadia/Traverse/Enclave/Cruze/Impala LaCrosse/Sonic/Trax/Encore/Cascada Add: Diagnostic Time (perform smoke test and investigate scan tool data)	- 0.3 0.2 0.1-0.5	ZREG	N/A
9900614	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	- N/A 0.2	ZREG	*
9900615	Customer Reimbursement Denied – For USA dealers only	N/A	ZREG	**

* 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.

Service Procedure

- A vehicle may come in with DTCs including any of the following; P0496, P0442, P0455, P0171, or P0174. Following the diagnostics for the indicated DTC(s) in SI may lead to purge solenoid valve replacement.
 - If the diagnostics do **not** lead to purge solenoid valve replacement, no further action is required. Claim diagnosis time and inform the customer that any further diagnosis or part replacement will have to be covered under customer pay,
 - If the diagnostics **do** lead to purge solenoid valve replacement, proceed to step 2.
- Replace the purge solenoid valve. Refer to *Evaporative Emission Canister Purge Solenoid Valve Replacement* in SI.

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

General Motors will notify Customers of this special coverage on their vehicle (see copy of typical Customer letter included with this bulletin).

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.



We Support
Voluntary Technician
Certification

Special Coverage Adjustment

N192210240 Evaporative Emissions Purge Valve Replacement



September 2019

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

As the owner of a 2016-2018 model year various make and model vehicle, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2016-2018 model year various make and model vehicles may have a condition where the evaporative emissions purge valve may not fully close. If this condition occurs, the engine could run rough, hesitate or stall at idle speeds. Additionally, the Malfunction Indicator Light (Check Engine Light) would illuminate and a diagnostic trouble code would be set.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2016-2018 model year various make and model vehicle within vehicle within 10 years or 150,000 miles (240,000 km) for Acadia, Cascada, Enclave, Traverse, vehicles or 10 years or 120,000 miles (193,000 km) for Caprice, Cruze, Encore, Impala, LaCrosse, Sonic and Trax vehicles, whichever occurs first, the condition will be repaired for you at no charge. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: If you have already paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by September 30, 2020, unless state law specifies a longer reimbursement period.

The right to submit reimbursement claims is provided by GM solely in the interest of customer satisfaction and is personal to vehicle owners and lessees who previously paid for repairs referenced in this Special Coverage ("Customers"). **Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.**

If you have any questions or need any assistance, please contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-800-521-7300	1-800-832-8425
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-889-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Neelie O'Connor
Executive Director
North America Contact Center Operations

Enclosure
N192210240