

Service Update

N192281810 Misfire Due to Carbon Tracking



Release Date: March 2019

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		
Cadillac	ATS	2019	2019	LTG	Engine-Gas, 4 Cyl, 2.0L, Turbo
	CTS	2019	2019		
Chevrolet	Camaro	2019	2020		
	Traverse	2019	2019		

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	Certain 2019 model year Cadillac ATS, CTS, Chevrolet Traverse and 2019-2020 model year Chevrolet Camaro vehicles, may have an abnormal engine combustion (misfire) with Check Engine Light and/or reported lack of power.
Correction	Dealers are to inspect all the spark plugs for carbon tracking and if necessary, replace all spark plugs and coils and add dielectric grease if carbon tracking is present.

Parts

Quantity	Part Name	Part No.
4	Spark Plug	12647827
4	Ignition Coil	12654078
1	Dielectric Grease	19260901 – USA* 19260902 – Canada*

* For US and Canada, please check your Dealer inventory as the system currently shows several in Dealer stock. One tube will fix ten vehicles.

It is estimated that only 7% involved vehicles will require parts replaced. **Due to the small number of vehicles anticipated that will need this repair and the limited initial parts availability, dealers are encouraged not to order these 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.

Warranty Information

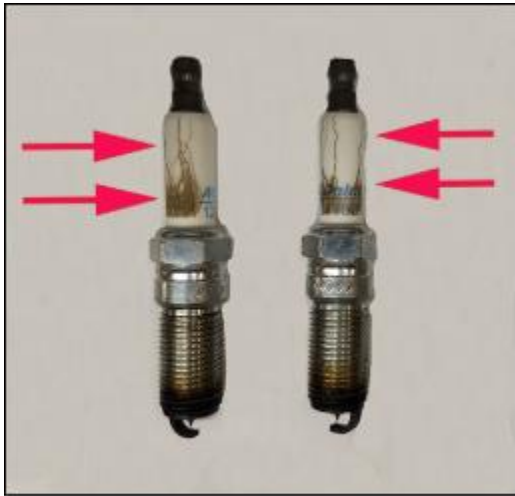
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104920	Inspect and Add Dielectric Grease Camaro/ATS/CTS Traverse	- 0.6 0.5	ZFAT	N/A
9104921	Replace Ignition Coils and Spark Plugs (includes time to add dielectric grease) Camaro/ATS/CTS Traverse	- 0.6 0.5	ZFAT	N/A

Service Procedure

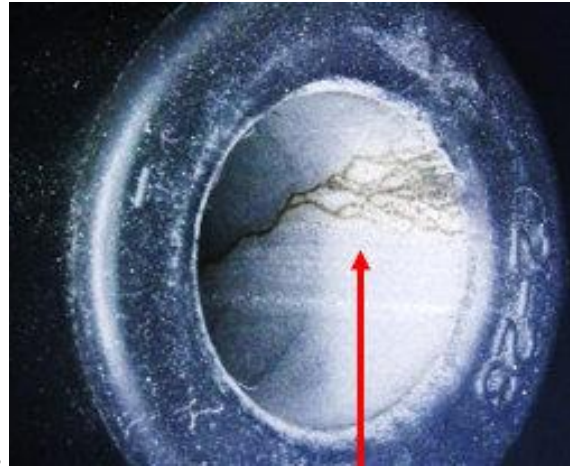
1. Remove the spark plugs. Refer to *Spark Plug Replacement* in SI.

Service Update

N192281810 Misfire Due to Carbon Tracking

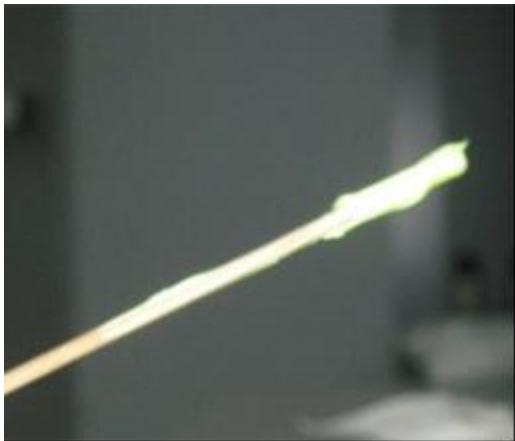


5377263



5474530

2. Inspect the spark plugs and ignition coil boots for signs of carbon tracking as shown.
 - If **no** carbon tracking is visible on **any** of the spark plugs or ignition coil boots, proceed to step 5 to apply dielectric grease.
 - If **any** carbon tracking is visible on **any** of the spark plugs or ignition coil boots, all ignition coils and plugs must be replaced. Proceed to step 3.
3. Obtain new spark plugs and coils.



5424001

4. Inspect all new ignition coils for the presence of dielectric grease, or to see if additional dielectric grease is required.

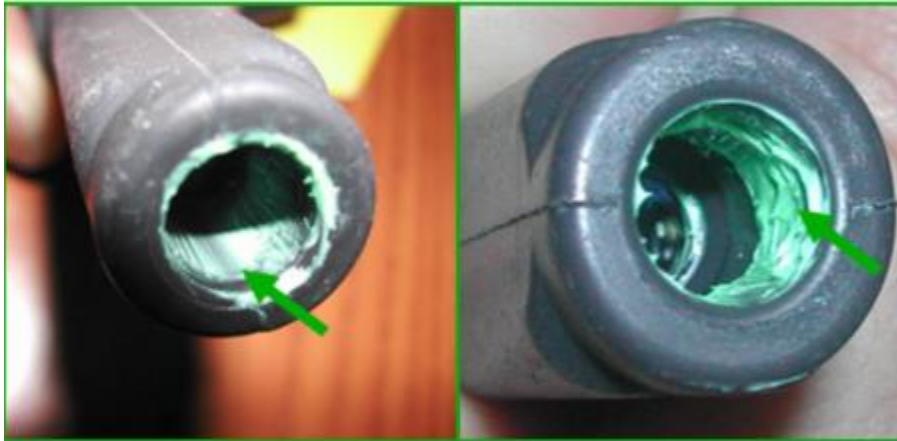


5424004

5. Using an applicator stick and Molykote G-5008 Dielectric Grease, apply a thin coating in the rubber boot of the coil, up to a depth of 5/8ths of an inch (15mm).

Service Update

N192281810 Misfire Due to Carbon Tracking



5424009

6. Remove any excess grease from around the end of the boot, ensure there is not an excessive amount of grease in the boot. The boot should look as shown when finished.
7. Install the new spark plugs and coils. Refer to *Spark Plug Replacement* in SI for instructions.

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 Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin 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 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 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.

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

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5354
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 10, 2019

Subject: N192281810 - Customer Satisfaction Program
Misfire Due to Carbon Tracking

Models: 2019 Cadillac ATS, CTS
2019-2020 Chevrolet Camaro
2019 Chevrolet Travers
Equipped with Gas Engine, 4 CYL, 2.0L, Turbo (RPO LTG)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N192281810 today. The total number of U.S. vehicles involved is approximately 19,790. 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 March 11, 2019 or sooner. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS