

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6790  
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 14, 2024

Subject: N232395330 - Special Coverage  
Turbocharger Replacement

Models: 2017 – 2018 Buick Encore  
2017 – 2018 Chevrolet Sonic  
2017 – 2018 Chevrolet Trax  
Equipped with 1.4L, 4-cylinder Gas Engine (RPO LUV)

To: All General Motors Dealers

General Motors is releasing Special Coverage N232395330 today. The total number of U.S. vehicles involved is approximately 333,609. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin in the near future.

**Global Warranty Management (GWM)**

The Applicable Warranties section on the Investigate Vehicle History (IVH) screen has been updated. 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

# Special Coverage

## N232395330 Turbocharger Replacement



Release Date: February 2024

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	Encore	2017	2018	LUV	1.4L, 4-cylinder, gas engine
Chevrolet	Sonic				
	Trax				

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.

<b>Condition</b>	Certain 2017-2018 model year Chevrolet Sonic/Trax and Buick Encore vehicles equipped with a 1.4L engine may have a condition that could cause the turbocharger to fail. If this condition occurs, the Malfunction Indicator Light (Check Engine Light) will illuminate and a diagnostic trouble code will set. Additionally, the engine may run rough or have reduced power.
<b>Special Coverage Adjustment</b>	<p>This special coverage covers the condition described above for a period of 10 years or 120,000 miles (193,000 km), 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 February 14, 2024, 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 February 14, 2024, 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>
<b>Correction</b>	Dealers are to replace the turbocharger as necessary. The repairs will be made at <b>no charge</b> to the customer.

### Parts

Quantity	Part Name	Part No.
1	Turbocharger Assembly	25201063
2	Turbo Oil Feed Pipe Seal	55567827
2	Turbo Oil Feed Pipe Seal	25200945
1	Coolant	12346290(US) 10953464(CA)
2	Turbo Coolant Feed Hose Seal	25198928
1	Exhaust Pipe Clamp	55565351
1	Catalytic Converter Gasket	95020217
1	Catalytic Converter Seal	55570704
1	Turbo Oil Return Pipe Gasket	55585155
1	Exhaust Manifold Gasket	55565348
8	Exhaust Manifold Nut	55565352
3	Catalytic Converter Nut	11102751
3	Right Side Engine Mount Bolt	11570514

**Reminder:** Parts may be removed from SPRINT and Retail Inventory Management (RIM) and be non returnable. Dealers should review the affected parts to confirm RIM managed status. Some parts have limited initial part availability so dealers are encouraged not to order these parts for use as shelf stock. Parts may have quantity limiters in effect.

# Special Coverage

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### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900838	Diagnostic Time Only – No Repair Required	0.1-1.0	ZREG	N/A
9900839	Turbocharger Replacement Sonic Trax/Encore Add: Diagnosis	2.5 3.1 0.1-1.0		
9900840	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2		*
9900841	Customer Reimbursement Denied – For USA dealers only	N/A		**

\* For USA and Canada: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit \$20.00 USD (\$25.00 CAD) 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 P0299 or other turbocharger-related DTCs. Following the troubleshooting chart in SI may lead to turbocharger replacement.
  - If the troubleshooting chart does NOT lead to turbocharger replacement, no further action is required. Inform the customer that any additional repairs will have to be handled under customer pay.
  - If the troubleshooting DOES lead to turbocharger replacement, proceed to step 2.
- Replace the turbocharger. Refer to *Compressor Air Intake Turbocharger 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 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 March 31, 2025. See General Motors Service Policies and Procedures Manual (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

## N232395330 Turbocharger Replacement



March 2024

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

As the owner of a 2017-2018 model year Buick Encore, Chevrolet Sonic, or Chevrolet Trax, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2017-2018 model year Buick Encore, Chevrolet Sonic, or Chevrolet Trax vehicles, equipped with a 1.4L Turbo Gas engine may have a condition where the turbocharger could fail. If this condition occurs, the Malfunction Indicator Light (Check Engine Light) will illuminate and a diagnostic trouble code will set. Additionally, the engine may run rough or have reduced power.

**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 2017-2018 model year Buick Encore, Chevrolet Sonic, or Chevrolet Trax within 10 years of the date your vehicle was originally placed in service or 120,000 miles (193,000 km), 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. For customer's vehicles already outside of the above years and/or miles, we are still offering reimbursement if the issue occurred within the years and miles stated above. Please follow the reimbursement steps below.

**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 already paid for repairs for the condition described in this letter, **and those repairs were completed prior to this mailing**, 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 March 31, 2025, 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.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

Division	Number	Text Telephones (TTY)
Buick	1-800-521-7300	711 / 1-800-833-2438
Chevrolet	1-800-222-1020	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

**Special Coverage**  
N232395330 Turbocharger Replacement



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  
Global Executive Director  
Customer Experience Operations

Enclosure  
N232395330