

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5526
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 1, 2020

Subject: N192268181 - Emission Recall
Tailpipe Emissions – Exhaust Components

Models: 2012-2013 Chevrolet Equinox
2012-2013 GMC Terrain

To: All General Motors Dealers

General Motors is releasing Emission Recall N192268181 today. The total number of U.S. vehicles involved is approximately 60,626. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin at the end of October.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated October 2, 2020 or sooner. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS

Product Emission Recall

N192268181 Tailpipe Emissions – Exhaust Components



Release Date: October 2020

Revision: 00

Attention: All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

This section is for CANADA ONLY: Vehicles involved in this recall were placed on stop delivery December 06, 2019. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Equinox	2012	2013	LEA with NT7 or NU5	Engine Gas, 4 CYL, 2.4L with Emission System: Federal, Tier 2 or California, BIN 4
GMC	Terrain				

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	General Motors has decided to conduct a voluntary emissions recall involving certain 2012-2013 model year Chevrolet Equinox and GMC Terrain vehicles equipped with a 2.4L engine and certified to the EPA Bin 4 emission standard and the California Cleaner Federal Vehicle option of Bin 4 emission standard. The performance capability of the vehicle’s catalytic converters may have degraded, such that efficiency is reduced. In addition, the oxygen sensors may provide inaccurate information to the engine control module which manages engine combustion air-fuel ratios. If these conditions occur, tail pipe emissions may exceed allowed limits, without providing any notification to the driver. The malfunction indicator lamp (check engine light) will not illuminate.
Correction	Dealers are to replace both catalytic converters and both oxygen sensors.

Parts

Quantity	Part Name	Part No.
1	Exhaust Emissions Component Kit (Includes catalysts, sensors and ancillary parts for FWD/AWD vehicles)	84884449

Reminder: Parts may be removed from Retail Inventory Management (RIM) management. 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
9105243	Front and Rear Oxygen Sensor and Front and Rear Catalytic Converter Replacement Add: For AWD vehicles.	1.2 - 1.8	ZFAT	N/A
9105244	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	- N/A 0.2	ZFAT	*
9105245	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**
9105246	Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY – CANADA ONLY	N/A	ZFAT	***

Note: To avoid having to “H” route the customer reimbursement / WCAP (Canada Only) transaction for approval, it must be submitted prior to the repair transaction.

* 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.

*** **Working Capital Assistance Program (WCAP) Reimbursement – USED INVENTORY CANADA ONLY**

Note: To avoid having to “H” route the WCAP transaction for approval, it must be submitted prior to the repair transaction.

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Important: The WCAP ZSET transaction labor code, 9800044, provided in the dealer message sent on January 2, 2020 (Canada), must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.

*** **Canada Dealers Only** - For vehicles eligible under the Working Capital Assistance Program, the amount should be submitted in Net Item/Miscellaneous. This amount has been calculated to a daily value for the days that the vehicle was in used dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale/stop delivery order (December 06, 2019) to the date the inspection or repair closed the recall bulletin. (not to exceed 304 days).

Vehicle	Working Capital Assistance Reimbursement Amount
	Canada
2012 Chevrolet Equinox	\$3.71
2012 GMC Terrain	\$4.38
2013 Chevrolet Equinox	\$4.73
2013 GMC Terrain	\$6.08

Service Procedure

1. Replace the front and rear oxygen sensors, as well as both catalytic converters. Refer to Catalytic Converter Replacement (LEA-AWD), Catalytic Converter Replacement (LEA-FWD), Three-Way Catalytic Converter Replacement, Heated Oxygen Sensor Replacement – Sensor 1, and Heated Oxygen Sensor Replacement – Sensor 2 in SI as necessary to complete repairs.
2. CALIFORNIA VEHICLES ONLY: Complete a “Proof of Correction” certificate and provide to the vehicle owner upon recall completion.

Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired 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.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

*****THE FOLLOWING 2 PARAGRAPHS ARE NOT FOR CANADA OR EXPORT*****

When a California emissions recall is completed by a GM dealer, the dealer must provide the vehicle owner a “Proof of Correction Certificate” which the owner may need to present to the California Department of Motor Vehicles (DMV) when renewing their vehicle registration. Without this correction certificate, the owner may be unable to renew their vehicle registration.

Additional Certificates can be obtained, at no charge, from the 1Store application in GlobalConnect. Request GM Item Number 1825 when ordering.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor

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vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

In order to ensure full protection under the emission warranty, and the right to participate in future recalls, the customer notification letter recommends that customers have their vehicles serviced as soon as possible. It also advises that failure to do so could legally be determined to be lack of proper maintenance. The vehicle may fail a state or local emission inspection test if the recall work is not completed.

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

In order to ensure full protection under the emission warranty, and the right to participate in future recalls, the customer notification letter recommends that customers have their vehicles serviced as soon as possible. It also advises that failure to do so could legally be determined to be lack of proper maintenance. The vehicle may fail a state or local emission inspection test if the recall work is not completed.

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 October 31, 2021. See General Motors Service Policies and Procedures Manual – 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**

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October 2020

This notice applies to your vehicle, VIN: _____

Dear General Motors Customer:

This notice is sent to inform you that General Motors is conducting a voluntary emission recall that includes your vehicle.

Reason for This Recall: Your 2012-2013 model year Chevrolet Equinox or GMC Terrain vehicle, equipped with a 2.4L engine and certified to the EPA Bin 4 emission standard and the California Cleaner Federal Vehicle option of Bin 4 emission standard, may be releasing air pollutants which exceed these standards. The performance capability of the vehicle's catalytic converters may have degraded, such that efficiency is reduced. In addition, the oxygen sensors may provide inaccurate information to the engine control module which manages engine combustion air-fuel ratios. If these conditions occur, tail pipe emissions may exceed allowed limits, without providing any notification to the driver. The malfunction indicator lamp (check engine light) will not illuminate.

What Will Be Done: Your GM dealer will replace both catalytic converters and both oxygen sensors. This service will be performed for you at **no charge**. Eligibility for this service will not be denied solely due to your vehicle having non-GM parts or repairs performed by outlets other than a GM franchised dealer.

How Long Will the Repair Take? Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of up to 2 hours.

What You Should Do: Please contact your GM dealer as soon as possible to arrange a service date and to assure parts availability. Instructions for making this correction have been sent to your dealer. Please ask your dealer if you wish to know how much time will be needed to schedule, process, and repair your vehicle.

Reimbursement: Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have 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 October 31, 2021, unless state law specifies a longer reimbursement period.

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

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

Emission Law Information: In order to ensure your full protection under the emission warranty made applicable to your GM vehicle by state and federal law, and your right to participate in future recalls, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could legally be determined to be lack of proper maintenance of your vehicle. Also, your vehicle may fail a state or local emission inspection or I/M smog check test if this recall is not accomplished.

IMPORTANT MESSAGE FOR CALIFORNIA RESIDENTS

The California Air Resources Board (CARB) requires vehicle emission recalls be completed prior to California registration renewal. Uncorrected emission recalls will result in the inability to renew your California vehicle registration.

At the time of emission recall completion, your California dealer will issue a "Proof of Correction Certificate". Keep this certificate and, if required, present it to the Department of Motor Vehicles when renewing your California registration as proof of recall completion.

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

Maryann L. Combs
Vice President
Global Vehicle Safety

Enclosure
N192268181