



Bulletin No.: 15285  
Date: July 2015

# Service Bulletin

## SPECIAL COVERAGE

**SUBJECT: Special Coverage Adjustment - Excessive Engine Oil Consumption**

**MODELS: 2011 Chevrolet Equinox  
2011 GMC Terrain  
Equipped with 2.4L Engine (LAF)**

### CONDITION

Some 2011 model year Chevrolet Equinox and GMC Terrain vehicles, equipped with a 2.4L engine, may exhibit excessive engine oil consumption (less than 2,000 miles per quart of engine oil), due to piston ring wear. If this condition is present, the oil can light may illuminate on the instrument panel or the following message may appear in the Driver Information Center: "Oil Pressure Low – Stop Engine".

### SPECIAL COVERAGE ADJUSTMENT

This special coverage covers the condition described above for a period of 7 years and 6 months or 120,000 miles (193,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

Dealers are to replace the 4 piston assemblies. The repairs will be made at no charge to the customer.

For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after July 21, 2015, 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 July 21, 2015, must be submitted to the Service Contract provider.

### VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Applicable Warranties section in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

**PART INFORMATION**

Parts required to complete this special coverage are to be obtained from General Motors Customer Care and Aftersales (GMCC&A).

<b>Part Number</b>	<b>Description</b>	<b>Quantity/Vehicle</b>
19303450	Piston Kit	1
12637166	Gasket Kit, Cylinder Head	1
12609291	Gasket Kit, Camshaft Cover	1
12635447	Seal, Chain Package, Timing	1
12635427	Chain Assembly, W/Pmp And Balr Shf	1
12649233	Tensioner Asm - W/Pmp & Balr Shf Chain	1
24435052	Gasket, Engine Front Cover	1
12602379	Seal, Fuel Pump Housing (Oring)	1
12608374	Pipe Asm, Fuel Feed Inter	1
12584041	Seal, Cr/Shf Front Oil	1
11589123	Bolt Asm, Hx Hd W/Con Spr Washer	1
11588844	Bolt, Cm/Shf Posn Actr	2
12605566	Filter, Oil	1
19293000	Oil, Engine, AC Delco DEXOS1 5W/30	5
90537293	Screw Schraube (Connecting Rod)	8
88864346	Sealant, RTV	2
90537336	Guide, Balr Chain	1
12346290	Coolant, Engine, Dexcool Antifreeze	1

**SERVICE PROCEDURE**

**Note:** This special policy covers repairs after the original powertrain warranty has expired. For vehicles still covered under the original powertrain warranty, the labor code operations should be used from bulletin 13-06-01-003.

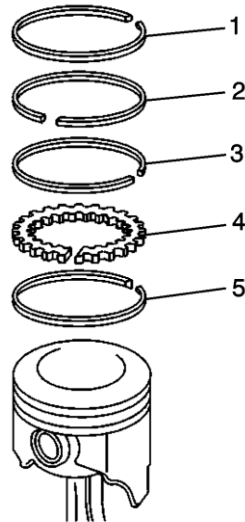
**Note:** Technicians should perform an oil consumption test to determine if the pistons and rings must be replaced. Follow the latest version of Corporate Bulletin Number 01-06-01-011 to perform an oil consumption test. Before starting the oil consumption test, verify the ECM has latest TIS2web calibrations to adjust the engine oil life monitor to a maximum of 7,500 miles (12,070 km) — Refer to the latest version of Customer Satisfaction Bulletin number 12312.

1. Determine the rate of oil consumption.

- If the oil consumption test indicates that the rate of consumption is less than 1 quart (0.946L) of oil every 2,000 miles (3,200 km), note the oil consumption rate and the date that the ECM was reprogrammed. No further action is required.
- If the oil consumption test indicates that the rate of consumption is greater than 1 quart (0.946 L) of oil every 2,000 miles (3,200 km), note the oil consumption rate, the date that the ECM was reprogrammed and replace the pistons and rings.

**Note:** The repair is to replace the pistons and rings. In some cases the bore surface may not have a uniform look to the finish (zebra stripes) as shown in Technical Service Bulletin 13-06-01-003F. As a result, some technicians may question whether the engine should be repaired or replaced. After careful evaluation, GM Powertrain has determined that the new pistons and rings will perform correctly in bores that have this appearance so engine replacement should not be necessary. The cylinder bores do not need any machine or honing work performed on them. Refer to Technical Service Bulletin 13-06-01-003F for more information.

### Piston and Ring Replacement Procedure



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**Note:** Review the following service procedures and technical bulletin in SI:

- Engine Replacement
  - Technical Service Bulletin 13-06-01-003F
  - Piston and Connecting Rod Disassemble
  - Piston and Connecting Rod Assemble
  - Piston, Connecting Rod, and Bearing Installation (LAF, LAT, LE5, LE9, LEA, or LUK)
1. Remove the engine from the vehicle.
  2. Remove the pistons from the engine.
  3. Remove the pistons from the connecting rods.
  4. Discard the pistons and piston rings.
  5. Install the new piston rings onto the new pistons.
  6. Install the new pistons onto the connecting rods.
  7. Assemble the engine.
  8. Install the engine into the vehicle.

### CUSTOMER REIMBURSEMENT - For US

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer by August 31, 2016, unless otherwise specified by state law. If this is not convenient for the customer, they may mail the completed Customer Reimbursement Request Form and all required documents to the GM Customer Assistance Center.

Repairs must have occurred within the 7 years and 6 months of the date the vehicle was originally placed in service, or 120,000 miles, whichever occurs first.

**All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.**

When a customer requests reimbursement, they must provide the following:

- A completed Customer Reimbursement Request Form. This form is mailed to the customer or can be obtained through GM GlobalConnect.
- The name and address of the person who paid for the repair.
- Paid receipt confirming the amount of the repair expense, a description of the repair, and the person or entity performing the repair.

**IMPORTANT:** GM requires dealers to approve or deny a reimbursement request within 30 days of receipt. If a reimbursement request is approved, the dealer should immediately issue a check to the customer and submit an appropriate warranty transaction for the incurred expense. If a reimbursement request is denied, the dealer MUST provide the customer with a clear and concise explanation, in writing, as to why the request was denied. The bottom portion of the Customer Reimbursement Request Form may be used for this purpose. If the denial was due to missing documents, the customer can resubmit the request when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Warranty transactions for customer reimbursement of previously paid repairs are to be submitted as required by GM Global Warranty Management. Additional information can also be found in Warranty Administration Bulletin 11-00-89-004.

#### CUSTOMER REIMBURSEMENT - For Canada and Export

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 August 31, 2016. Repairs must have occurred within the 7 years and 6 months of the date the vehicle was originally placed in service, or 193,000 kilometers, whichever occurs first.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

#### COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers

should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

### WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZREG transaction type, unless noted otherwise.

**Note:** This special policy covers repairs after the original powertrain warranty has expired. For vehicles still covered under the original powertrain warranty, the labor code operations should be used from bulletin 13-06-01-003 as shown below.

**Note:** To avoid having to "H" route the customer reimbursement transaction for approval, it must be submitted prior to the repair transaction.

<b>For Use With Vehicles <u>Still Covered</u> Under Applicable New Vehicle Limited Warranties</b>			
<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Net Item</b>
4080008	Oil Consumption Test Setup – No Repair Required	0.2	N/A
4080178	Piston, Connecting Rod and Bearing Replacement (Includes Oil Consumption Test)	10.4	*

**Note:** For reimbursements on vehicles covered under warranty, refer to the Policies and Procedures Manual.

<b>For Use With Vehicles <u>No Longer Covered</u> Under Applicable New Vehicle Limited Warranties</b>			
<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Net Item</b>
9900183	Oil Consumption Test Setup – No Repair Required	0.2	N/A
9900184	Piston and Piston Ring Replacement (Includes Oil Consumption Test)	10.4	N/A
9900185	Customer Reimbursement Approved	0.2	*
9900186	Customer Reimbursement Denied - For US dealers only	0.1	N/A

\* The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.

### CUSTOMER NOTIFICATION

General Motors will notify customers of this special coverage on their vehicles (see copy of typical customer letter included with this bulletin - actual divisional letter may vary slightly).



August 2015

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

Dear General Motors Customer:

As the owner of a 2011 model year Chevrolet Equinox or GMC Terrain, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2011 model year Chevrolet Equinox and GMC Terrain vehicles, equipped with a 2.4L engine, may exhibit excessive engine oil consumption (less than 2,000 miles per quart of engine oil), due to piston ring wear. Check your oil level periodically. Also, if this condition is present, the oil can light may illuminate on your instrument panel or you may have the following message in the Driver Information Center: "Oil Pressure Low – Stop Engine". See your owner manual for additional information on what to do if the vehicle displays this message.

**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 2011 model year Chevrolet Equinox or GMC Terrain within 7 years and 6 months 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.

**What You Should Do:** Be sure to maintain proper engine oil level at all times and have the oil changed when the CHANGE ENGINE OIL SOON message appears on the Driver Information Center. 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 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 August 31, 2016, 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	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Guam	65-6267-1752	
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.

Alicia S. Boler-Davis  
Sr. Vice President  
Global Connected Customer Experience

Enclosure  
15285

GM CUSTOMER CARE AND AFTERSALES  
DCS3717  
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 21, 2015

Subject: 15285 – Special Coverage Adjustment  
Excessive Engine Oil Consumption

Models: 2011 Chevrolet Equinox  
2011 GMC Terrain  
Equipped with 2.4L Engine (RPO LAF)

To: All Chevrolet and GMC Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and  
Service Director, Parts Manager, Used Vehicle Sales Manager,  
and Warranty Administrator

General Motors is releasing Special Coverage Adjustment 15285 today. The total number of U.S. vehicles involved is approximately 223,550. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin in the near future.

**Global Connect (GWM)**

The "Investigate Vehicle History" (IVH) screen will be updated in the near future.

**Campaign Initiation Detail Report (CIDR)**

The CIDR is not available for Special Coverage Adjustments.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES