



# Recall Bulletin



## PRODUCT EMISSION RECALL

**SUBJECT:** Vehicle Emission Control Information Label Incorrect

**MODELS:** 2013 Chevrolet Trax, Sonic  
Equipped with a 1.4L/1.8L Engine (LUV/LUW)

### CONDITION

General Motors has decided that **certain** 2013 model year Chevrolet Trax and Sonic vehicles, equipped with a 1.4L (LUV) or 1.8L (LUW) engine were built with an incorrect vehicle emission control label. The label incorrectly identifies the vehicle as a flexible fuel vehicle.

### CORRECTION

Dealers are to install a new vehicle emission control label.

Since a new label can be easily installed, and to reduce customer inconvenience, the label will be sent directly to customers of record along with the installation instructions. Customers may install the label under the hood or, if they desire, they may take the label to their dealer for installation at **no charge**.

### VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen 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.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to dealers through the GM GlobalConnect Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor 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.

## PART INFORMATION

A new vehicle emission control label will be mailed to owners of record.

**U.S.:** Labels for vehicles in dealer stock will be shipped to involved dealers at no charge the week of April 15, 2013, in the weekly DWD box. Additional labels, if needed, are to be obtained from the DWD E-Store through the GM GlobalConnect site. Be sure to request the appropriate vehicle emission control label for 13043. Below is a table cross referencing engine type to the appropriate label part number. **Do NOT order labels from GMCC&A.**

**Canada:** Labels for vehicles in dealer stock will be shipped to involved dealers at no charge the week of April 15, 2013, via First Class Mail. Additional labels, if needed, are to be obtained from the Warranty Call Centre at 1-888-222-5546. **Do NOT order labels from GMCC&A.**

Vehicle	Engine	
	1.4L (LUV)	1.8L (LUW)
Sonic	12658983	12658984
Trax (CN)	12658982	N/A

## SERVICE PROCEDURE

1. Open the hood.



3326590

2. Locate the Vehicle Emission Control Information Label towards the forward edge of the hood. Ensure that the label surface and the area surrounding the label are clean and dry. Use non-oil based cleaner, preferably isopropyl alcohol (rubbing alcohol) to clean the label surface and the area surrounding the label.
3. Remove the backing from the new label.

**Note:** Do not attempt to remove or loosen the new label once it has been applied, as this may damage the label.

4. Apply the new label directly over the existing label and smooth the label from the center out.

5. Close the hood.

### COURTESY TRANSPORTATION

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 ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time
V2777	Install Vehicle Emission Control Information Label	0.2

### CUSTOMER NOTIFICATION

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.

### DEALER RECALL RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

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 recall enters your vehicle inventory, or is in

your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.



May 2013

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:** General Motors has decided that certain 2013 model year Chevrolet Trax and Sonic vehicles, equipped with a 1.4L or 1.8L engine, were built with an incorrect vehicle emission control label. The label incorrectly identifies the vehicle as a flexible fuel vehicle.

**What Will Be Done:** The label for your vehicle is enclosed. To reduce your inconvenience, you can install the label easily by following the enclosed instructions. If you desire, however, you may take the label to your dealer for installation. This service will be performed for you at no charge.

**What You Should Do:** If you would like your dealer to install the label, you should contact your <DIV\_DLR> dealer to arrange a service appointment as soon as possible. Bring the label with you when you visit your dealer.

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
Guam	65-6267-1752	
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 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 by either installing the label yourself or having the dealer install it at no charge to you. Failure to do so could legally be determined to be lack of proper maintenance of your vehicle.

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

Jim Moloney  
General Director,  
Customer and Relationship Services

Enclosure  
13043

GM CUSTOMER CARE AND AFTERSALES  
DCS2948  
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 26, 2013

Subject: 13043 - Emission Recall  
Vehicle Emission Control Information Label Incorrect

Models: 2013 Chevrolet Trax and Sonic Equipped with 1.4L/1.8L Engine (LUV/LUX)

To: All Chevrolet Dealers

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

General Motors is announcing Emission Recall 13043 today. The total number of U.S. vehicles involved is approximately 40,000. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on May 3, 2013.

**Global Connect (GWM)**

The "Investigate Vehicle History" (IVH) screen will be updated April 26, 2013. A list of involved vehicles in dealer inventory is attached to this message.

**Campaign Initiation Detail Report (CIDR)**

The CIDR will be available April 26, 2013.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES