



# Service Bulletin



## SPECIAL COVERAGE

**SUBJECT: Special Coverage Adjustment – Engine Balance Chain and Fuel Pump**

**MODELS: 2010-2011 Buick LaCrosse  
2011 Buick Regal  
2010-2011 Chevrolet Equinox  
2010-2011 GMC Terrain  
Equipped with 2.4L Engine (LAF)**

The Part Information section has been revised. The quantity for the bolt, p/n 11588844, has been changed to 2 per vehicle. Please discard all copies of bulletin 12313.

### CONDITION

On some 2010-2011 model year Buick LaCrosse, Chevrolet Equinox, and GMC Terrain; and 2011 model year Buick Regal vehicles, equipped with a 2.4L engine (LAF), the chrome layer on the balance chain pins may wear, allowing the chain to stretch. This would cause an engine noise, and if left untreated, could cause the chain to break, leading to engine damage.

In addition, the fuel pump plunger shaft seal may wear and allow fuel to leak into the crankcase, setting a P0172 DTC, and illuminating the Malfunction Indicator Light. This can cause engine run-on and/or the engine to run rough.

### SPECIAL COVERAGE ADJUSTMENT

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.

Dealers are to replace the engine balance chain and the fuel pump. 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 16, 2013, 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 16, 2013, 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).

Part Number	Description	Quantity/Vehicle
12635427	CHAIN, W/PMP & BAL SHF	1
12649233	TENSIONER, W/PMP & BAL SHF CHAIN	1
24435052	GASKET, ENG FRT CVR	1
12641847	PUMP, FUEL(HIGH PRESSURE)	1
12608374	PIPE ,FUEL FEED INTER	1
12584041	SEAL, O/PMP HSG(O RING)	1
12609291	GASKET KIT, CM/SHF CVR	1
11589123	BOLT, HFH,W/CON WA	1
11588844	BOLT, CM/SHF POSN ACTR	2
12605566	FILTER,OIL	1
19293000	OIL, ENG (DEXOS 1)(5W30)	5

### SERVICE PROCEDURE

**Note:** Listen to the engine to determine if abnormal engine noise is present. Use a scan tool to identify set diagnostic trouble codes (DTCs). Review relevant engine technical service bulletin and preliminary bulletin information to aid in diagnosis.

1. Determine if field action bulletin 12312 has been completed.
  - If field action bulletin 12312 has been completed, proceed to step 2.
  - If field action bulletin 12312 has NOT been completed, complete field action bulletin 12312 and then proceed to step 2.
2. Determine if the fuel pump requires replacement by using diagnostic information in SI, a scan tool, and customer-provided information.
  - If diagnostic information indicates that the fuel pump must be replaced, replace the fuel pump. In addition, replace the balance shaft chain if the vehicle was built BEFORE 3/1/2011 and/or the balance chain was replaced ON or BEFORE 5/1/2011. Refer to step 4 and, if necessary, step 5.
  - If diagnostic information indicates that fuel pump does NOT require replacement, proceed to step 3.
3. Determine if the balance shaft chain requires replacement by using diagnostic information in SI, a scan tool, and customer-provided information.
  - If diagnostic information indicates that the balance shaft chain must be replaced, replace the balance shaft chain. In addition, replace the fuel pump if the vehicle was built BEFORE 2/1/2011 and/or the fuel pump was replaced ON or BEFORE 3/1/2011. Refer to step 5 and, if necessary, step 4.

- If diagnostic information indicates that the balance chain does NOT require replacement, no further action is required. Repairs and diagnostic time for service issues other than fuel pump and balance shaft chain replacement are NOT covered under this field action
4. Replace the fuel pump. Refer to *Fuel Pump Replacement* in SI.
  5. Replace the balance shaft chain. Refer to *Water Pump and Balance Shaft Chain Replacement* in SI.
  6. Drain engine oil and remove engine oil filter. Refer to *Engine Oil and Oil Filter Replacement* in SI.
  7. Install a new engine oil filter and fill engine with engine oil. Refer to *Engine Oil and Oil Filter Replacement* in SI.

#### 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 July 30, 2014, 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 10 years 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 July 31, 2014. Repairs must have occurred within the 10 years 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.

Labor Code	Description	Labor Time	Net Item
9900002	Diagnostic Time Only – No Repair Required	0.1-0.3	N/A
9900003	Replace Fuel Pump & Balance Shaft Chain (inc diagnostics, oil & filter replace)	5.2	N/A
9900004	Customer Reimbursement Approved	0.2	*
9900005	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).



July 2013

Dear General Motors Customer:

As the owner of a 2010 or 2011 model year Buick LaCrosse, Chevrolet Equinox, or GMC Terrain; or 2011 model year Buick Regal, your satisfaction with our product is very important to us.

This letter is intended to make you aware that on some 2010 and 2011 model year Buick LaCrosse, Chevrolet Equinox, and GMC Terrain vehicles; and 2011 model year Buick Regal vehicles, equipped with a 2.4L engine, the chrome layer on the balance chain pins may wear, allowing the chain to stretch. This would cause an engine noise, and if left untreated, could cause the chain to break, leading to engine damage.

In addition, the fuel pump plunger shaft seal may wear and allow fuel to leak into the crankcase, which would illuminate the Malfunction Indicator Light. This can cause engine run-on and/or the engine to run rough.

**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 2010 or 2011 model year Buick LaCrosse, Chevrolet Equinox, or GMC Terrain; or 2011 model year Buick Regal, equipped with a 2.4L engine, 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.

**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 have paid for repairs for the condition described in this letter, please complete the enclosed 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 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 July 31, 2014, 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)
Buick	1-800-521-7300	1-800-832-8425
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.

Jim Moloney  
General Director,  
Customer and Relationship Services

Enclosure  
12313

GM CUSTOMER CARE AND AFTERSALES  
DCS3016  
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 30, 2013

Subject: 12313A – Special Coverage Adjustment  
Engine Balance Chain and Fuel Pump  
Revised Part Information Section

Models: 2010-11 Buick LaCrosse, Chevrolet Equinox, GMC Terrain; 2011  
Buick Regal Equipped with 2.4L Engine (LAF)

To: All Buick, Chevrolet, and GMC Dealers

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

The Part Information section in the attached bulletin has been revised. The quantity of the bolt, p/n 11588844, has been changed to 2 per vehicle. Please discard all copies of bulletin 12313.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES