



# Service Bulletin



## SPECIAL COVERAGE

**SUBJECT:** Special Coverage Adjustment – Evaporative Emission Canister Vent Solenoid Valve

**MODELS:** 2012 Cadillac CTS  
Equipped with 3.0L (LFW), 3.6L (LFX), 6.2L (LSA) Engines  
2012 Chevrolet Camaro  
Equipped with 3.6L (LFX), 6.2L (LS3, L99, LSA) Engines

### CONDITION

Some 2012 model year Cadillac CTS vehicles equipped with 3.0L (LFW), 3.6L (LFX), or 6.2L (LSA) engines and some 2012 model year Chevrolet Camaro vehicles equipped with 3.6L (LFX), or 6.2L (LS3, L99, LSA) engines may have an evaporative emission canister vent solenoid valve that may not properly close. If this condition occurs, the vehicle's diagnostic system may incorrectly indicate a leak in the fuel evaporative system, a Malfunction Indicator Light (MIL) may illuminate and a diagnostic trouble code may be set. This condition will not result in the release of any fuel vapors into the atmosphere.

### 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 evaporative emission canister vent solenoid valve. 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 November 20, 2014, 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 November 20, 2014, 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 (GMCCA).

Part Number	Description	Quantity/Vehicle
22865590	Valve, Evaporative Emission Canister Vent Solenoid	1

SERVICE PROCEDURE

- Determine if the evaporative emission canister vent solenoid valve requires replacement using diagnostic information in SI.
  - If the evaporative emission canister vent solenoid valve does NOT require replacement, no further action is required. Inform the customer that any additional diagnosis and repairs are not covered under this special coverage.
  - If the evaporative emission canister vent solenoid valve requires replacement, proceed to step 2.
- Remove the evaporative emission canister vent solenoid valve. Refer to *Evaporative Emission Canister Vent Solenoid Valve Replacement (Automatic Transmission)*, *Evaporative Emission Canister Vent Solenoid Valve Replacement (Manual Transmission)*, or *Evaporative Emission Canister Vent Solenoid Valve Replacement* in SI.
- Install a new evaporative emission canister vent solenoid valve. Refer to *Evaporative Emission Canister Vent Solenoid Valve Replacement (Automatic Transmission)*, *Evaporative Emission Canister Vent Solenoid Valve Replacement (Manual Transmission)*, or *Evaporative Emission Canister Vent Solenoid Valve 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 December 31, 2015, 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 December 31, 2015. 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.

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

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Net Item</b>
9900072	Inspection Only ---No further Action Required	0.3	N/A
4027890	Replace Evaporative Emission Canister Vent Solenoid Valve – For use with vehicles still covered under warranty <ul style="list-style-type: none"> <li>- CTS Coupe</li> <li>- CTS Sedan and Wagon</li> <li>- Camaro with V8 or V6 and Manual Transmission</li> <li>- Camaro V6 and Automatic Transmission</li> <li>ADD: Camaro Convertible</li> </ul>	0.9 1.1 2.8 0.9 0.3	N/A
9900073	Replace Evaporative Emission Canister Vent Solenoid Valve – For use with vehicles no longer covered under warranty <ul style="list-style-type: none"> <li>- CTS Coupe</li> <li>- CTS Sedan and Wagon</li> <li>- Camaro with V8 or V6 and Manual Transmission</li> <li>- Camaro V6 and Automatic Transmission</li> <li>ADD: Camaro Convertible</li> </ul>	0.9 1.1 2.8 0.9 0.3	N/A
9900074	Customer Reimbursement Approved	0.2	*
9900075	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).



December 2014

Dear General Motors Customer:

As the owner of a 2012 model year Cadillac CTS or a 2012 model year Chevrolet Camaro, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2012 model year Cadillac CTS vehicles equipped with a 3.0L, 3.6L or 6.2L engine or 2012 model year Chevrolet Camaro equipped with a 3.6L or 6.2L engine may have an evaporative emission canister vent solenoid valve that may not properly close. If this condition occurs, the vehicle's diagnostic system may incorrectly indicate a leak in the fuel evaporative system, a Malfunction Indicator Light (MIL) may illuminate and a diagnostic trouble code may be set. This condition will not result in the release of any fuel vapors into the atmosphere.

**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 2012 model year Cadillac CTS or 2012 model year Chevrolet Camaro 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 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 December 31, 2015, 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)
Cadillac	1-800-458-8006	1-800-833-2622
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	

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 Quality & Customer Experience

Enclosure  
14264

GM CUSTOMER CARE AND AFTERSALES  
DCS3445  
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 20, 2014

Subject: 14264 – Special Coverage Adjustment  
Evaporative Emission Canister Vent Solenoid Valve

Models: 2012 Cadillac CTS  
Equipped with 3.0L (LFW), 3.6L (LFX), 6.2L (LSA) Engines  
2012 Chevrolet Camaro  
Equipped with 3.6L (LFX), 6.2L (LS3, L99, LSA) Engines

To: All Cadillac and Chevrolet Dealers

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

General Motors is releasing Special Coverage Adjustment 14264 today. The total number of U.S. vehicles involved is approximately 137,603. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on December 12, 2014.

**Global Connect (GWM)**

The "Investigate Vehicle History" (IVH) screen will be updated November 20, 2014.

**Campaign Initiation Detail Report (CIDR)**

The CIDR is not available for Special Coverage Adjustments.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES