



Bulletin No.: 25630
Date: April 2016

Program Bulletin

CUSTOMER SATISFACTION PROGRAM

SUBJECT: Remanufactured High Feature V6 Engine Piston Ring Gap

MODELS: 2009–2010 Buick Enclave
2010 Buick LaCrosse
2009–2010 Chevrolet Traverse
2009–2010 GMC Acadia
2009–2010 Saturn OUTLOOK

CONDITION

Certain 2009-2010 model year Buick Enclave, Chevrolet Traverse, GMC Acadia, Saturn OUTLOOK and 2010 model year Buick LaCrosse model vehicles may have had remanufactured engines installed during a service repair that were built with incorrect piston rings. This may result in engine misfires, lack of power, rough running, oil consumption and eventually engine failure due to oil consumption.

CORRECTION

Dealers are to inspect engine serial numbers. If the serial number matches a list of suspect engines, the engine will be replaced.

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 US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. 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 program 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 program.

PART INFORMATION

Parts required to complete this program are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Please refer to your "involved vehicles listing" before ordering parts. Order parts on a CSO = Customer Special Order only. DRO's will be cancelled. **All orders will be reviewed prior to being filled.**

Important: Due to the small number of vehicles involved and due to limited initial parts availability, dealers are encouraged not to order parts for use as shelf stock. Parts should only be ordered when inspection determines that it is necessary to replace the engine.

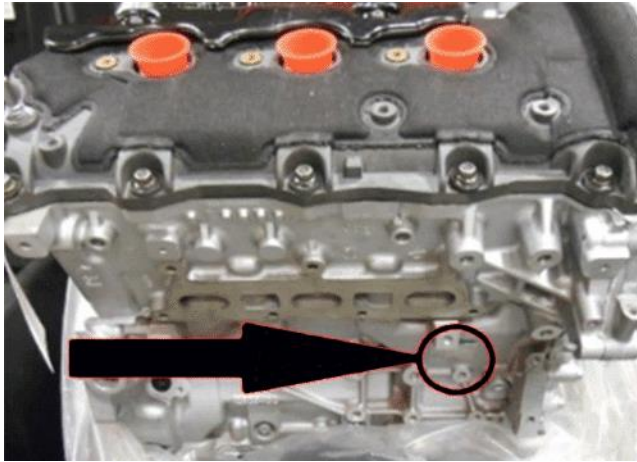
Note: Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which engine to order.

Part Number	Description	Quantity/Vehicle
19210835*	Engine, Gasoline	1
19210836*	Engine, Gasoline	1
19293000 (19286321 Canada)	Oil, Eng 5W30 Quarts/Liters	6
12346290 (10953464 Canada)	Engine Coolant Dex-Cool Gallons/Liters	2 US (8 Canada)
89021184 (19329451 Canada)	Power Steering Fluid (16oz./0.5L) Bottle	1
52474373	Seal, A/C CMPR & CNDSR Hose	2
88861037 (19264717 Canada)	Fluid, A/TRNS - Dexron VI Quarts/Liters	4
12593921	Gasket - Exh Manifold	2
15912027	Gasket - CTLTC Con	2
10360721	Seal - Exh Manifold	2
12606638	Throttle Body Gasket	1
19132943	Transfer Case O-Ring Seal	1
11610011	Intermediate Steering Shaft Upper Bolt	1

* Dealers will receive a part return request from WPC after the Warranty Claim has been submitted.

SERVICE PROCEDURE

1. Raise the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



4432855



4432867

2. Using a borescope or an inspection mirror, inspect the engine part number, build date and serial number on the metal tag located on the lower right side of the engine block when viewed from the rear of the engine.

- Verify that the part number is 19210835 or 19210836
- AND the engine has a build date between 11/24/2015 and 12/18/2015
- AND the engine serial number is listed below.

40605094	40605095	40605096	40605097	40605098	40605099
40605100	40605101	40605102	40605103	40605104	40605105
40605106	40605115	40605116	40605117	40605134	40605188
40605192	40605196	40605199	40605205	40605206	40605208

Important: Dealers will receive a part return request from WPC after the Warranty Claim has been submitted.

3. If the engine part number, build date and serial number on the metal tag is listed above, replace the engine. Refer to *Engine Replacement* in SI.

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
9102099	Inspect Engine Identification Plate - No Further Action Required	0.3
9102098	Engine Replacement	
	- AWD	12.2*
	- FWD	12.1*

* Includes recover/recharge A/C system, fill cooling system, bleed power steering system, and wheel alignment.

CUSTOMER NOTIFICATION

General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

DEALER PROGRAM 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 program 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 involved vehicle 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. Program 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 program enters your vehicle inventory, or is in your facility for service in the future, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



April 2016

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2009-2010 model year Buick Enclave, Chevrolet Traverse, GMC Acadia, Saturn OUTLOOK or 2010 model year Buick LaCrosse may have been serviced with a remanufactured engine that was built with incorrect piston rings. This may result in engine misfires, lack of power, rough running, oil consumption and eventually engine failure due to oil consumption.

Your satisfaction with your GM vehicle is very important to us, so we are announcing a program to correct this condition if it has occurred.

What We Will Do: Your GM dealer will inspect the engine serial number. If the serial number matches a list of suspect engines, the engine will be replaced. This service will be performed for you at **no charge**.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-866-608-8080	1-800-832-8425
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Saturn	1-800-972-8876	1-800-833-6000
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Terry M. Inch
Executive Director
Global Connected Customer Experience



25630 - Customer Satisfaction Program - Remanufactured High Feature V6 Engine Piston Ring Gap
Updated Date: Apr 15, 2016 14:35 ET

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS3999
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 15, 2016
Subject: 25630 - Customer Satisfaction Program
Remanufactured High Feature V6 Engine Piston Ring Gap
Models: 2009–2010 Buick Enclave
2010 Buick LaCrosse
2009–2010 Chevrolet Traverse
2009–2010 GMC Acadia
2009–2010 Saturn OUTLOOK
To: All GM Dealers

General Motors is releasing Customer Satisfaction Program 25630 today. The total number of U.S. vehicles involved is 60. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on April 28, 2016.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated the week of April 18, 2016. Please hold all warranty transactions until the VIN appears in IVH.

-
END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS

 [25630 Bulletin.pdf](#)

About this Alert

Reference Number: [GCUS-3-506](#)
Published to: Home Page
Version: [1.0](#)
Alert Type: Customer Satisfaction
Original Published Date: Apr 15, 2016 14:35 ET
Expires: Jun 14, 2016 0:00 ET
Contact : loren.rusk@gm.com