

Special Coverage Adjustment

16118 Excessive Engine Oil Consumption



Reference Number: N162053210

Release Date: April 2017
Revision: 00

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Equinox	2012	2012	LEA	Engine-Gas, 4 Cyl, 2.4L
GMC	Terrain				

Involved vehicles are identified on the Applicable Warranties section in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Some 2012 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 [3,200 km] per quart [0.946 L] of engine oil), due to piston ring wear. If this condition is present, an audible rattle or knock from the engine may be heard. The engine oil pressure telltale 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	<p>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.</p> <p>For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after April 28, 2017, 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 April 28, 2017, must be submitted to the Service Contract provider.</p> <p>Vehicle owners or lessees who paid for repairs referenced in this Special Coverage ("Customers") are eligible for reimbursement of their reasonable and customary expenses in accordance with the procedures specified below. The conditional right to reimbursement is provided by GM solely in the interest of customer satisfaction and is personal to Customers. <i>Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.</i></p>
Correction	Dealers are to perform an oil consumption test and install new pistons and piston rings. The repairs will be made at no charge to the Customer.

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Parts

Quantity	Part Name	Part No.
1	Piston Kit	12683595
1	Gasket Kit, Cylinder Head	12637166
1	Gasket Kit, Camshaft Cover	12609291
1	Seal, Chain Package, Timing	12680750
1	Chain Assembly, W/Pmp And Balr Shf	12635427
1	Tensioner Asm - W/Pmp & Balr Shf Chain	12649233
1	Gasket, Engine Front Cover	24435052
1	Seal, Fuel Pump Housing (Oring)	12602379
1	Pipe Asm, Fuel Feed Inter	12608374
1	Seal, Cr/Shf Front Oil	12584041
1	Bolt Asm, Hx Hd W/Con Spr Washer	11589123
2	Bolt, Cm/Shf Posn Actr	11588844
1	Filter, Oil	12605566
5	Oil, Engine, AC Delco DEXOS1 5W30	19293000
8	Screw Schraube (Connecting Rod)	90537293
2	Sealant, RTV	88864346 (US) 88861418 (Canada)
1	Guide, Balr Chain	90537336
1	Coolant, Engine, Dexcool Antifreeze	12346290 (US) 10953464 (Canada)

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900414	Oil Consumption Test Setup – No Repair Required	0.2	ZREG	N/A
9900415	Piston and Piston Ring Replacement (Includes Oil Consumption Test) - AWD - FWD	13.0 12.6	ZREG	
9900416	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZREG	*
9900417	Customer Reimbursement Denied – For USA dealers only	N/A	ZREG	**

* For USA and Canada: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement.

** Submit \$10.00 administrative allowance in Net/Admin Allowance.

Service Procedure

Customers will be notified of the Special Policy by General Motors (see copy of owner letter included with this bulletin).

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.

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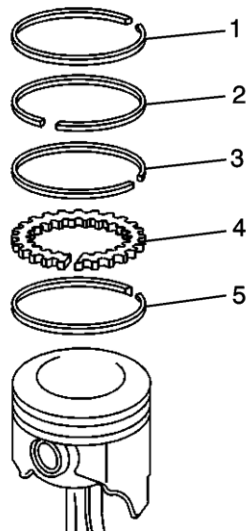


Determine the rate of oil consumption.

- If the oil consumption test indicates that the rate of consumption is equal to or 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. Explain to the customer, that their engine meets the guidelines for oil consumption at this time. 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 placing a special emphasis on the PCV orifice between the #2 and #3 intake runners.
- 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.

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8. Install the engine into the vehicle.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for Customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

Customer Notification

General Motors will notify Customers of this special coverage on their vehicle (see copy of typical Customer letter included with this bulletin).

Customer Reimbursement

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 May 31, 2018. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**

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May 2017

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

Dear General Motors Customer:

As the owner of a 2012 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 2012 model year Chevrolet Equinox or GMC Terrain vehicles, equipped with a 2.4L engine, may exhibit excessive engine oil consumption (less than 2,000 miles [3,200 km] per quart [0.946 L] of engine oil), due to piston ring wear. If this condition is present, an audible rattle or knock from the engine may be heard. The engine oil pressure telltale may illuminate on the instrument panel or the following message may appear in the Driver Information Center: "Oil Pressure Low – Stop Engine."

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 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: It is a good idea to check the engine oil level at each fuel fill. Your vehicle owner manual has instructions on checking engine oil in the Vehicle Care section. 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 May 31, 2018, unless state law specifies a longer reimbursement period.

The right to submit reimbursement claims is provided by GM solely in the interest of customer satisfaction and is personal to vehicle owners and lessees who previously paid for repairs referenced in this Special Coverage ("Customers"). **Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.**

If you have any questions or need any assistance, please 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	1-800-889-2438
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.

Terry M. Inch
Executive Director
Global Connected Customer Experience

Enclosure
16118

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4429
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 28, 2017

Subject: 16118 - Special Coverage
Excessive Engine Oil Consumption

Models: 2012 Chevrolet Equinox
2012 GMC Terrain
Equipped with 2.4L Engine (RPO LEA)

To: All General Motors Dealers

General Motors is releasing Special Coverage 16118 today. The total number of U.S. vehicles involved is approximately 251,368. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on May 9, 2017.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated April 28, 2017. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS