

# Special Coverage Adjustment

## 15810 Catalytic Converter Replacement



**Reference Number:** N151702790

**Release Date:** March 2017

**Revision:** 01

**Revision Description:** This bulletin has been updated to increase the labor time and update the customer reimbursement information in the Warranty Information section. Please discard all copies of 15810.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Equinox	2010	2011	LAF	2.4L Engine
GMC	Terrain	2010	2011	LAF	2.4L Engine

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.

<b>Condition</b>	On some 2010-2011 model year Chevrolet Equinox and GMC Terrain vehicles that are equipped with a 2.4L engine (RPO LAF), a malfunction-indicator light (MIL) may illuminate due to thermal damage or face erosion of the catalytic converter.  For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after August 5, 2016, 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 August 5, 2016, must be submitted to the Service Contract provider.
<b>Special Coverage Adjustment</b>	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.
<b>Correction</b>	Replace the catalytic converter. The repairs will be made at no charge to the customer.

### Parts

Quantity	Part Name	Part No.
1	Converter 3-Way CTLT	23406152
1	Gasket Exh Flex	22741672
1	Gasket Exh Manif	24505057

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900310	Engine Exhaust - Customer Concern Not Duplicated (CCND)	0.1-0.3	ZREG	N/A
9900311	Replace Catalytic Converter: - AWD - FWD	2.2 0.7	ZREG	N/A
9900312	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZREG	*
9900313	Customer Reimbursement Denied - For US 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.

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### Service Procedure

1. Verify the catalytic converter requires replacement with a scan tool. Refer to catalytic converter diagnostics in SI.
  - If the catalytic converter requires replacement, continue to step 2.
  - If the catalytic converter does not require replacement, no further action is required.
2. Remove the catalytic converter. Refer to *Catalytic Converter Replacement (LAF-AWD)* or *Catalytic Converter Replacement (LAF-FWD)* in SI.
3. Install the new catalytic converter. Refer to *Catalytic Converter Replacement (LAF-AWD)* or *Catalytic Converter Replacement (LAF-FWD)* in SI.

### Courtesy Transportation

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, Section 6.1.10 – Courtesy Transportation, for 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 August 31, 2017. 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**

# Special Coverage Adjustment

## 15810 Catalytic Converter Replacement



August 2016

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

As the owner of a 2010-2011 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 2010-2011 model year Chevrolet Equinox or GMC Terrain vehicles equipped with a 2.4L engine, may have a condition where a malfunction-indicator light (MIL) may illuminate due to thermal damage or face erosion of the catalytic converter.

**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 2010-2011 model year Chevrolet Equinox and GMC Terrain 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 August 31, 2017, 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)
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
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  
15810

GM CUSTOMER CARE AND AFTERSALES  
DCS4402  
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 29, 2017

Subject: 15810 01 - Special Coverage  
Catalytic Converter Replacement  
Warranty Information Revised

Models: 2010-2011 Chevrolet Equinox  
2010-2011 GMC Terrain  
Equipped with 2.4L Engine (RPO LAF)

To: All Chevrolet and GMC Dealers

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

General Motors is releasing Special Coverage 15810 01 today. This bulletin has been updated to increase the labor time and update the customer reimbursement information in the Warranty Information section. Please discard all copies of 15810.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES