

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4781
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 15, 2018

Subject: 18186 Customer Satisfaction Program
High Feature V6 Gen 1 Broken Piston Oil Control Ring

Models: 2018 Buick Enclave,
2018 Chevrolet Impala,
2018 Chevrolet Traverse
Equipped with LFX/LFY (3.6 L. Engine)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 18186 today. The total number of U.S. vehicles involved is approximately 169. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on June 28, 2018.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated June 16, 2018. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS

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18186 High Feature V6 Gen 1 Broken Piston Oil Control Ring



Reference Number: N182167800

Release Date: June 2018
Revision: 00

Attention: All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

This program is in effect until June 30, 2020.

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Enclave	2018	2018	LFX/ LFY	3.6L Engine
Chevrolet	Impala	2018	2018		
Chevrolet	Traverse	2018	2018		

Involved vehicles are marked "open" on the Investigate Vehicle History screen 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	Certain 2018 model year Buick Enclave, Chevrolet Impala and Chevrolet Traverse vehicles, equipped with a 3.6L engine (RPO LFX or LFY), may have a condition where the piston oil control ring may have been damaged during installation. If this happened, it could lead to excess oil consumption in the combustion chamber and result in an engine misfire, a check engine light, and low oil levels. If the vehicle continues to be driven with an insufficient oil level, the engine could be severely damaged and the vehicle could lose propulsion.
Correction	Dealers are to inspect cylinders 2, 4, and 6. If, during inspection, the technician sees evidence of cylinder wall scoring, (gouges), or a broken oil control ring is found, dealers are to replace the engine.

Parts

Quantity	Part Name	Part No.
6	Dexos 5W30 Engine Oil	88865635 (US)
		19353385 (CA)
2	Dexcool	12378390 (US)
		10953456 (CA)
As Req.	R1234YF Refrigerant	19260234 (US)
		19260235 (CA)
1	Oil Filter	19330000
1	Gasket Kit, Upper Intake Manifold	12647263
1	Lower Intake Manifold Gasket	12673301
1 (As Req.)	Desiccant Kit (to be used if A/C system is open more than 24 hours)	23350130
1 (Impala)	Gasoline Engine	12678996
2 (Impala)	Seal, AC Compressor	02724966
2 (Impala)	Seal, A/C Evaporator TXV	52474373
1 (Impala)	Gasket, exhaust pipe	20907464
2 (Impala)	Gasket, Exhaust Front Pipe	13267274
2 (Impala)	Gasket, Exhaust Manifold Front Pipe	20893953
2 (Impala)	Washer, Front Wheel Drive Shaft	11547142
1 (Impala)	Front Wheel Drive Shaft Retaining Ring (left)	90121202
1 (Impala)	Front Wheel Drive Shaft Retaining Ring (right)	22727024
3 (Impala)	Engine Mount Bolt	11570514
2	Drivetrain and Front Suspension Frame Support Bolt	11515767

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(Impala)		
2 (Impala)	Steering Knuckle Bolt	11518632
3 (Impala)	Steering Gear Bolt	13253472
2 (Impala)	Steering Gear Nut	11546593
3 (Impala)	Transmission Mount Bolt	11609605
3 (Impala)	Transmission Mount Bolt	11570514
2 (Impala)	Transmission Rear Mount Bolt	11610919
1 (Traverse/Enclave)	Gasoline Engine	12684120
2 (Traverse/Enclave)	Retainer, Trans Fluid Cooler Pipe	24288159
2 (Traverse/Enclave)	Seal, A/C Compressor Hose (O-Ring)	25872379
1 (Traverse/Enclave)	Exhaust System Intermediate Gasket	22816982
2 (Traverse/Enclave)	Catalytic Converter Gasket	20893953
1 (Traverse/Enclave)	Exhaust System Intermediate Gasket	23161602
1 (Traverse/Enclave)	Exhaust System Intermediate Gasket	23436778
2 (Traverse/Enclave)	Catalytic Converter Gasket	84135650
2 (Traverse/Enclave)	Front Wheel Drive Shaft Nut	11612295
2 (Traverse/Enclave)	Drive Shaft Retaining Ring	07829495
2 (Traverse/Enclave)	Drive Shaft Seal (O-Ring)	25877309
1 (Traverse/Enclave AWD)	Power Transfer Unit Half Shaft Retaining Clip	19132950
1 (Traverse/Enclave AWD)	O-Ring Prop Shaft	23432713
1 (Traverse/Enclave AWD)	Retainer, Prop Shaft to Diff Carrier Interface	23321677
1 (Traverse/Enclave AWD)	Seal, Transfer Case Intermediate Drive Shaft (O-Ring)	19132944
2 (Traverse/Enclave)	Stabilizing Bar to Cradle Bolt	11588738
4 (Traverse/Enclave)	Front Lower Control Arm Bolts	11610916
4 (Traverse/Enclave)	Transmission Mount Transmission Side Bolt	11547918
3 (Traverse/Enclave)	Transmission Rear Mount Bracket Bolt	11609605
3 (Traverse/Enclave)	Engine Mount Bolts	11547918
1 (Traverse/Enclave)	Front Trans Mount Bolt	11609313
1 (Traverse/Enclave)	Front Trans Mount Bolt	11588747
2 (Traverse/Enclave)	Rear Trans Mount Bolts	11546593
4 (Traverse/Enclave)	Drivetrain and Front Suspension Cradle Bolt	11547841
8	Stabilizing Shaft Bolt	11588738

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(Traverse/Enclave)		
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Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

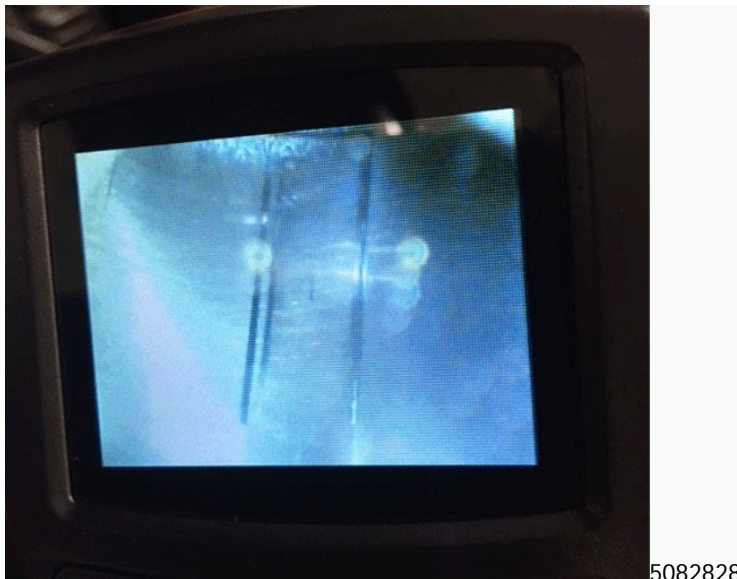
Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which part(s) to order.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103893	Inspect Only – No Further Action Required: Traverse/Enclave Impala	0.7 0.6	ZFAT	N/A
9103894	Engine Replacement (Includes inspection, refrigerant recover and recharge, and coolant drain and fill): Traverse/Enclave AWD Traverse/Enclave FWD Impala	16.2 15.1 10.5	ZFAT	N/A

Service Procedure

1. Remove the spark plugs from Bank 2. Refer to *Spark Plug Replacement* in SI.



2. Using a borescope, inspect each cylinder in Bank 2 for evidence of scoring, (gouges), on the cylinder wall from a broken oil control ring as shown.
 - If NO evidence of cylinder wall scoring, (gouges), or a broken oil control ring is found, no further action is required.
 - If evidence of cylinder wall scoring, (gouges), or a broken oil control ring is found, replace the engine. Refer to *Engine Replacement* in SI.

Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program must be held and inspected/repared 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

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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, through June 30, 2020. 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 through June 30, 2020, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. 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.

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

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

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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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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June 2018

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

Dear General Motors Customer:

We have learned that your 2018 model year Buick Enclave, Chevrolet Impala or Chevrolet Traverse vehicle equipped with a 3.6L engine, may have a condition where the piston oil control ring may have been damaged during installation. If this happened, it could lead to excess oil consumption in the combustion chamber and result in an engine misfire, a check engine light, and low oil levels. If the vehicle continues to be driven with an insufficient oil level, the engine could be severely damaged and the vehicle could lose propulsion.

Your satisfaction with your Buick Enclave, Chevrolet Impala, or Chevrolet Traverse is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will inspect engine cylinders 2, 4, and 6. If evidence of cylinder wall scoring, (gouges), or a broken oil control ring is found, your engine will be replaced. This service will be performed for you at **no charge until June 30, 2020**. After that, any applicable warranty will apply.

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. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

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	1-800-521-7300	1-800-832-8425
Chevrolet	1-800-222-1020	1-800-833-2438
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.

Neelie O'Connor
Executive Director
North America Contact Center Operations

Recall 18186