

Special Coverage Adjustment

18029 Inoperative Purge Solenoid



Reference Number: N172115200

Release Date: June 2018
Revision: 00

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Enclave	2015	2015		
	LaCrosse				
Cadillac	ATS				
	CTS				
	SRX				
	XTS				
Chevrolet	Camaro				
	Caprice				
	Colorado				
	Equinox				
	Impala				
	Traverse				
GMC	Acadia				
	Canyon				
	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	Certain 2015 model year various makes and model vehicles listed above, may have an inoperative purge solenoid that could lead to excessive fuel vapors entering the combustion chamber from the fuel tank. This condition could result in no start, idle stall, and possible drivability issues such as hesitation. The driver may see a check engine light, and may notice a ticking noise, and variation in idle speed. The driver may experience this condition most immediately after filling up the vehicle with gas or while coming to a stop.
Special Coverage Adjustment	<p>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.</p> <p>For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after June 26, 2018, 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 June 26, 2018, 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 inspect for a leak in the solenoid assembly and replace if necessary. The repairs will be made at no charge to the customer.

Parts

Quantity	Part Name	Part No.
1	Evaporative Emission Canister Purge Solenoid Valve	12690512

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.

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Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900510	Diagnosis only – no further action required	0.3	ZREG	N/A
9900511	Repair (includes diagnosis) (Camaro, Colorado, Impala, Canyon, ATS, CTS, SRX, and LaCrosse)	0.5	ZREG	N/A
9900512	Repair (includes diagnosis) (Traverse, Caprice, Equinox, Acadia, Terrain, XTS, and Enclave)	0.6	ZREG	N/A
9900513	Customer Reimbursement Approved - For USA and Canada dealers only	N/A	ZREG	*
9900514	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.

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

Service Procedure

1. Perform a Purge Solenoid Valve test.
 - 1.1 Ignition ON, engine OFF.
 - 1.2 Command the EVAP Purge/Seal function to System Seal or Not Venting with a scan tool to seal the EVAP system.
 - 1.3 Start the Engine.
 - 1.4 Observe the Fuel Tank Pressure Sensor with a scan tool. The Fuel Tank Pressure Sensor parameter should be less than 1.7V after 90 seconds.
 - **If NOT within specifications**
Proceed to step 2
 - **Within Specifications**
No further action required
2. Replace the Purge Solenoid Valve. Refer to *Evaporative Emission Canister Purge Solenoid Valve Replacement* in SI.

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 July 31, 2019. 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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18029 Inoperative Purge Solenoid



July 2018

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

Dear General Motors Customer:

As the owner of a 2015 model year various makes and model vehicles, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2015 model year various makes and model vehicles, may have an inoperative purge solenoid that could lead to excessive fuel vapors entering the combustion chamber from the fuel tank. This condition could result in no start, idle stall, and possible drivability issues such as hesitation. The driver may see a check engine light, and may notice a ticking noise, and variation in idle speed. The driver may experience this condition most immediately after filling up the vehicle with gas or while coming to a stop.

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 2015 model year various make and model vehicles 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 July 31, 2019, 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)
Buick	1-800-521-7300	1-800-832-8425
Cadillac	1-800-458-8006	1-800-833-2622
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.

Neelie O'Connor
Executive Director
North America Contact Center Operations

Enclosure
18029

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4795
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 26, 2018

Subject: 18029 - Special Coverage
Inoperative Purge Solenoid

Models: 2015 Buick Enclave, LaCrosse
2015 Cadillac ATS, CTS, SRX, XTS
2015 Chevrolet Camaro, Caprice, Colorado, Equinox, Impala, Traverse
2015 GMC Acadia, Canyon, Terrain

To: All General Motors Dealers

General Motors is releasing Special Coverage 18029 today. The total number of U.S. vehicles involved is approximately 675,190. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on July 16, 2018 or sooner.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated June 26, 2018. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS