

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4917
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 29, 2018

Subject: N182189940 - Special Coverage
Camshaft Oil Control Valve

Models: 2014 Cadillac ATS equipped with LTG (2.0L Turbo)
2014 Cadillac CTS equipped with LTG (2.0L Turbo)
2014 Chevrolet Malibu equipped with LTG (2.0L Turbo)
2014 Buick Regal equipped with LTG (2.0L Turbo)

To: All General Motors Dealers

General Motors is releasing Special Coverage N182189940 today. The total number of U.S. vehicles involved is approximately 64,273. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin mid-December, 2018.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated November 30, 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

Special Coverage Adjustment

18369 – Camshaft Oil Control Valve



Reference Number: N182189940

Release Date: November 2018
Revision: 00

| Make | Model | Model Year | | RPO | Description |
|-----------|--------|------------|------|-----|-------------|
| | | From | To | | |
| Cadillac | ATS | 2014 | 2014 | LTG | 2.0L Turbo |
| Cadillac | CTS | 2014 | 2014 | LTG | 2.0L Turbo |
| Chevrolet | Malibu | 2014 | 2014 | LTG | 2.0L Turbo |
| Buick | Regal | 2014 | 2014 | LTG | 2.0L Turbo |

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 2014 model year Buick Regal, Cadillac ATS and CTS, and Chevrolet Malibu vehicles equipped with a 2.0L turbo engine, may have a condition where a wire within the exhaust camshaft position actuator solenoid valve may break. If this were to occur, the Malfunction Indicator Lamp would illuminate, and a diagnostic trouble code DTC P0013 (Exhaust Camshaft Position Actuator Solenoid Valve Control Circuit) would set. The driver may experience rough engine idling or reduced engine torque/power. |
| 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 November 30, 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 November 30, 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 replace the exhaust camshaft position actuator solenoid valve as necessary. The repairs will be made at no charge to the customer. |

Parts

| Quantity | Part Name | Part No. |
|----------|--|----------|
| 1 | Valve, Camshaft Position Actuator Exhaust Solenoid | 12662737 |

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 vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which exhaust camshaft position actuator solenoid valve to order.

Warranty Information

| Labor Operation | Description | Labor Time | Trans. Type | Net Item |
|-----------------|--|-----------------------|-------------|----------|
| 9900564 | Diagnostic Time Only – No Repair Required | 0.1-0.3 | ZREG | N/A |
| 9900565 | Camshaft Position Actuator Exhaust Solenoid Valve Replacement Malibu, Regal ATS, CTS Add: Diagnostic Time | 0.3 0.2 0.1-0.3 | ZREG | N/A |
| 9900566 | Customer Reimbursement Approved - For USA and Canada dealers only | N/A | ZREG | * |
| 9900567 | Customer Reimbursement Denied – For USA dealers only | N/A | ZREG | ** |

Special Coverage Adjustment

18369 – Camshaft Oil Control Valve



- * 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. Verify that P0013 is set in the engine control module (ECM) and the exhaust camshaft position actuator solenoid valve requires replacement. Refer to the appropriate diagnostic information in SI.
 - If the exhaust camshaft position actuator solenoid valve does NOT require replacement, no further action is required. Inform the customer that any additional diagnosis and repairs are not covered under this special coverage.
 - If the exhaust camshaft position actuator solenoid valve requires replacement, replace the exhaust camshaft position actuator solenoid valve. Refer to *Camshaft Position Actuator Exhaust Solenoid Valve Replacement* in SI.

Customer Notification

General Motors will notify customers of this special coverage on their vehicle (see copy of 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 December 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.



Special Coverage Adjustment

18369 – Camshaft Oil Control Valve



December 2018

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

Dear General Motors Customer:

As the owner of a 2014 model year Buick Regal, Cadillac ATS, CTS, or Chevrolet Malibu vehicle, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2014 model year vehicles, equipped with a 2.0L Turbo engine, may have a condition where a wire within the exhaust camshaft position actuator solenoid valve may break. If this were to occur, the Malfunction Indicator Lamp (MIL) would illuminate, and a diagnostic trouble code (DTC) P0013 (Exhaust Camshaft Position Actuator Solenoid Valve Control Circuit) would set. The driver may experience rough engine idling or reduced engine torque/power.

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 vehicle 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 already 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 December 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 |
| 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
18369