

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4996  
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 15, 2019

Subject: N182199610 - Customer Satisfaction Program  
High Pressure Fuel Pump Leak

Models: 2018 Chevrolet Cruze  
2018-2019 Chevrolet Equinox  
2018 Chevrolet Malibu  
2018 Chevrolet Tracker  
2019 GMC Terrain  
Equipped with 1.4L or 1.5L Engines (RPO LE2, LYX, LfV, or LEX)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N182199610 today. The total number of U.S. vehicles involved is approximately 17. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter will be mailed March 27, 2019.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated March 15, 2019. A list of involved vehicles is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

# Customer Satisfaction Program

## N182199610 High Pressure Fuel Pump Leak



Release Date: March 2019

Revision: 00

**Attention:** This program is in effect until March 31, 2021.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Cruze	2018	2018	LE2	1.4L Engine, 4-cylinder
Chevrolet	Equinox	2018	2019	LYX	1.5L Engine, 4-cylinder
Chevrolet	Malibu	2018	2018	LFV	1.5L Engine, 4-cylinder
Chevrolet	Tracker	2018	2018	LEX	1.4L Engine, 4-cylinder
GMC	Terrain	2019	2019	LYX	1.5L Engine, 4-cylinder

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.

<b>Condition</b>	Certain 2018 model year Chevrolet Cruze, 2018 and 2019 model year Chevrolet Equinox, 2018 model year Chevrolet Malibu, 2018 model year Chevrolet Tracker and 2019 model year GMC Terrain vehicles, equipped with specific 1.4L or 1.5L engines (RPO LE2, LYX, LFV, or LEX), may have a condition in which the high-pressure fuel pump may crack and potentially leak fuel. This may occur over time with vehicle usage. If a fuel leak occurs, the customer may notice an odor. If the fuel leak is unaddressed, the vehicle may fail to start, exhibit reduced engine power, or lose propulsion. This will display a message on the Driver Instrument Cluster and illuminate the Check Engine Light.
<b>Correction</b>	Dealers will replace the high-pressure fuel pump and insulator.

### Parts

Quantity	Part Name	Part No.
1	Fuel Pump	12682079
1	Fuel Pump Insulator	12662537
1	Fuel Feed Pipe	12684046
1	Intake Manifold Gasket (Equinox/Terrain/Tracker only)	12637018
1	Throttle Body Gasket (Equinox/Terrain only)	12637017

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order. A quantity limiter may be in effect

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104351	High Pressure Fuel Pump and Insulator Replacement Equinox/Terrain Cruze Malibu Tracker	1.5 0.9 3.1 0.9	ZFAT	N/A
9104352	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZFAT	*
9104353	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**

\*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

1. Replace the high-pressure fuel pump and the high-pressure fuel pump insulator. Refer to *Fuel Pump Replacement* in SI.

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### 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/repaired 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 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 March 31, 2021. 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 March 31, 2021, 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.

### 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 March 31, 2020. 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**

# Customer Satisfaction Program

## N182199610 High Pressure Fuel Pump Leak



March 2019

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

Dear General Motors Customer:

We have learned that your 2018 model year Chevrolet Cruze, 2018 and 2019 Chevrolet Equinox, 2018 Chevrolet Malibu, 2018 Chevrolet Tracker or 2019 GMC Terrain vehicle, may have a condition in which the high-pressure fuel pump may crack and potentially leak fuel. This may occur over time with vehicle usage. If a fuel leak occurs, the customer may notice an odor. If the fuel leak is unaddressed, the vehicle may fail to start, exhibit reduced engine power, or lose propulsion. This will display a message on the Driver Instrument Cluster and illuminate the Check Engine Light.

Your satisfaction with your Cruze, Equinox, Malibu, Tracker or Terrain 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 replace the high-pressure fuel pump and insulator. This service will be performed for you at **no charge until March 31, 2021**. 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.

**Reimbursement:** Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. 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 March 31, 2020, unless state law specifies a longer reimbursement period.

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)
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-462-8583
Puerto Rico – English	1-800-496-9994	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We truly appreciate you taking the time to remedy your vehicle as we know your time is valuable. 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

Enclosure  
N182199610