

Special Coverage Adjustment

18358 - Evaporative Emissions Vapor Tube Blockage Diagnostic



Release Date: January 2019

Revision: 00

Reference Number: N182192810

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	City Express	2015	2016		

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 model year 2015-2016 Chevrolet City Express vehicles may have a condition where, in the very rare event that the evaporative emissions vapor line connecting the fuel tank to the evaporative emissions canister becomes completely blocked or clogged, no warning lights or messages are provided to the driver, and no diagnostic trouble codes are set. When this condition is present, filling the vehicle with gas will be challenging. Multiple filling nozzle shut-offs will occur every few seconds when trying to add gas to the tank no matter which gas pump or filling station is used.
Special Coverage Adjustment	<p>This special coverage covers the condition described above for a period of 15 years or 150,000 miles (240,000 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 January 3, 2019, 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 January 3, 2019, 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 completely blocked fuel tank to evaporative canister tubes as necessary. The repairs will be made at no charge to the customer.

Parts

Quantity	Part Name	Part No.
1	Fuel Tank Fill Evaporative Emissions Pipe	19316263

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. Order parts on a CSO = Customer Special Order only. All orders will be reviewed prior to being filled.

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.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900572	Diagnostic Time Only – No Repair Required	0.1-0.5	ZREG	N/A
9900573	Fuel Tank Fill Evaporative Emissions Vent Pipe Replacement Add: Diagnostic Time	0.4 0.1-0.5	ZREG	N/A
9900574	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZREG	*
9900575	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.

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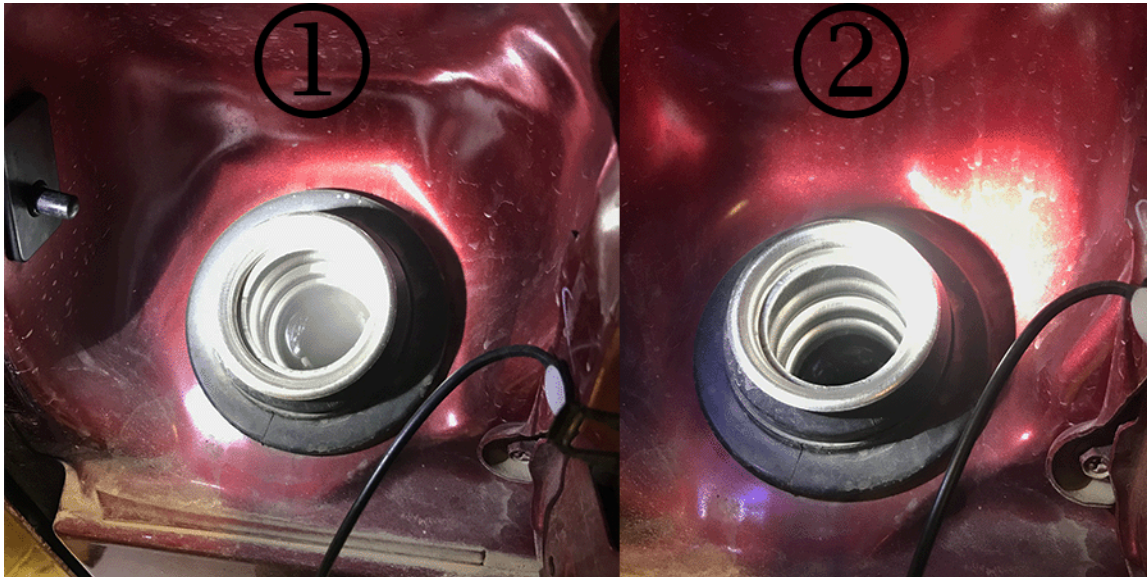


Service Procedure



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1. Using the evaporative emissions service port located in the engine bay, perform a smoke test of the evaporative emissions system using GE 41413-A evaporative emission system tester, Kent Moore J41413-200, or equivalent. Open the fuel filler cap and observe for smoke coming out.

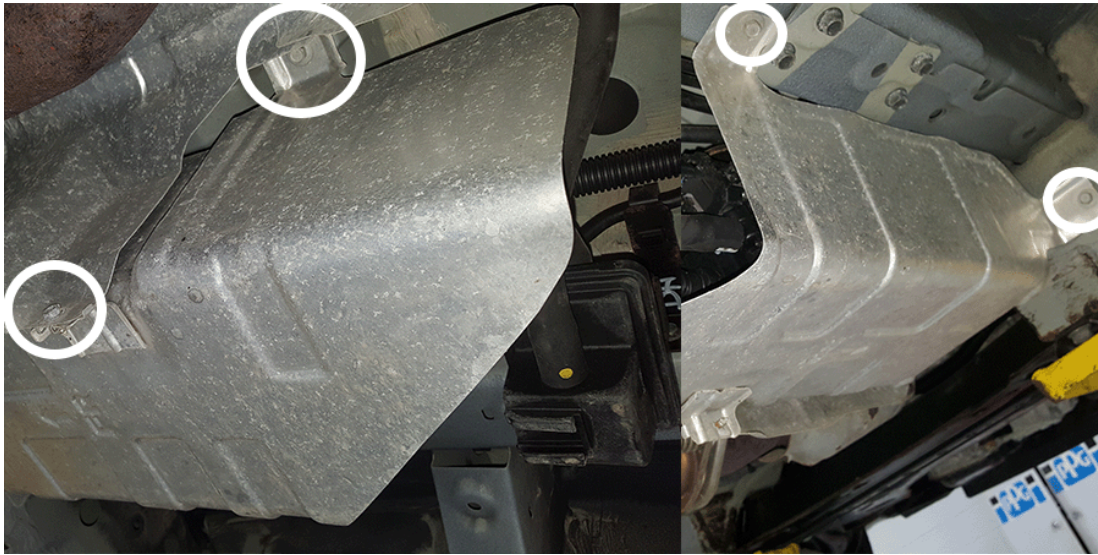


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- If smoke is observed coming out of the fuel filler neck (1), no further action is required.
 - If no smoke is observed coming out of the fuel filler neck (2), proceed to step 2.
2. Lift the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

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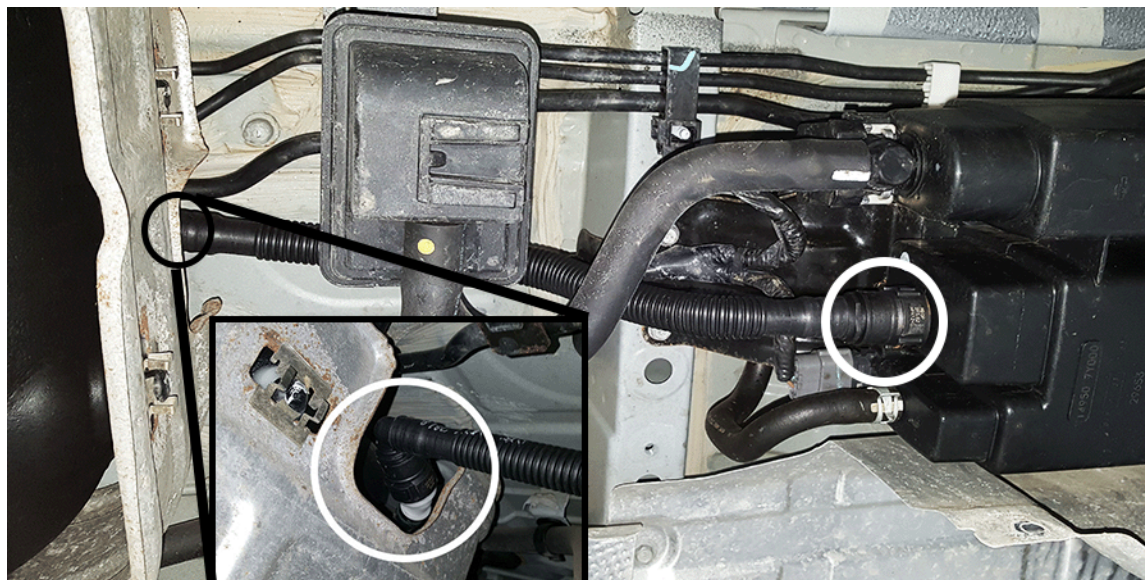


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3. Remove the heat shield surrounding the Evaporative Emissions Canister by removing the five fasteners as shown.

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4. Remove the Fuel Tank Fill Evaporative Emission Pipe by disconnecting the indicated quick connect fittings at each end.
5. Install the new Fuel Tank Fill Evaporative Emission Pipe.
6. Reinstall the heat shield. Tighten the fasteners to 10N-m (89 lb-in).
7. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* 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 January 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**

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January 2019

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

Dear General Motors Customer:

As the owner of a 2015-2016 model year Chevrolet City Express, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2015-2016 model year City Express vehicles, may have a condition where in the very rare event that the evaporative emissions vapor line connecting the fuel tank to the evaporative emissions canister becomes completely blocked or clogged, no warning lights or messages are provided to the driver, and no diagnostic trouble codes are set. When this condition is present, filling the vehicle with gas will be challenging. Multiple filling nozzle shut-offs will occur every few seconds when trying to add gas to the tank no matter which gas pump or filling station is used.

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 2015-2016 model year Chevrolet City Express within 15 years of the date your vehicle was originally placed in service or 150,000 miles (240,000 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 January 31, 2020, 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)
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
18358

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4947
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 3, 2019

Subject: 18358 - Special Coverage
Evaporative Emissions Vapor Tube Blockage Diagnostic

Models: 2015-2016 Chevrolet City Express

To: All General Motors Dealers

General Motors is releasing Special Coverage 18358 today. The total number of U.S. vehicles involved is approximately 17,729. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on January 18, 2019.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated January 4, 2019. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS