

Special Coverage Adjustment

N192291100 Excessive Engine Oil Consumption – US Only



Release Date: January 2020

Revision: 00

Attention: This Special Coverage can be seen in the Applicable Warranties section in Investigate Vehicle History (IVH).

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Equinox	2013	2013	LEA	Engine-Gas, 4 Cyl, 2.4L
GMC	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	Some 2013 model year Chevrolet Equinox and GMC Terrain vehicles equipped with a 2.4L engine (RPO LEA) may exhibit excessive engine oil consumption (less than 2,000 miles [3,200 km] per quart [0.946 L] of engine oil), due to piston ring wear. If this condition is present, an audible rattle or knock from the engine may be heard. The engine oil pressure telltale may illuminate on the instrument panel or the following message may appear in the Driver Information Center: "Oil Pressure Low – Stop Engine".
Special Coverage Adjustment	<p>This special coverage covers the condition described above for a period of 7 years and 6 months 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 January 17, 2020, 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 17, 2020, 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 perform an oil consumption test and install new pistons and piston rings if excessive consumption is found. In addition, dealers are to repair or replace any engine components that require repair or replacement if the need for such repair or replacement was solely caused by excessive oil consumption due to piston ring wear. The repairs will be made at no charge to the Customer.

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Parts

Quantity	Part Name	Part No.
1	GASKET KIT, CYL HEAD	12637166
1	GASKET KIT, CM/SHF CVR	12609291
1	GASKET, ENG FRT CVR	24435052
1	GASKET, CTLTC CONV PIPE SEAL	24505057
1	CHAIN, KIT	12680750
1	CHAIN ASM, W/PUMP AND BALR SHF	12635427
1	TENSIONER ASM, W/PMP & BALR SHF CHAIN	12649233
1	GUIDE, BALR CHAIN (UPPER)	90537336
1	GUIDE, BALR CHAIN ADJ	90537299
1	SEAL, CR/SHF FRT OIL	12584041
1	BOLT, HFH W/CON WA	11589123
2	BOLT, CM/SHF POSN ACTR	11588844
1	BOLT, CON ROD	11570825
1	PISTON, KIT	12683595
1	FILTER, ENGINE OIL	12605566
5	OIL, ENG DEXOS1 GEN2	88865635
2	SEALANT, RTV	19369831
1	Coolant, Engine, Dexcool Antifreeze	12346290

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.

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
9900658	Oil Consumption Test Setup - No Repair Required	0.2	ZREG	N/A
9900659	Piston and Piston Ring Replacement (Includes Oil Consumption Test)	7.6	ZREG	N/A

Service Procedure

Customers will be notified of the Special Policy by General Motors (see copy of owner letter included with this bulletin).

Note: This special policy covers repairs after the original powertrain warranty has expired. For vehicles still covered under the original powertrain warranty, the labor code operations should be used from bulletin 13-06-01-003.

Note: Technicians should perform an oil consumption test to determine if the pistons and rings must be replaced. Follow the latest version of Corporate Bulletin Number 01-06-01-011 to perform an oil consumption test.

Determine the rate of oil consumption.

- If the oil consumption test indicates that the rate of consumption is equal to or less than 1 quart (0.946L) of oil every 2,000 miles (3,200 km), note the oil consumption rate and explain to the customer that their engine meets the guidelines for oil consumption at this time. No further action is required.
- If the oil consumption test indicates that the rate of consumption is greater than 1 quart (0.946 L) of oil every 2,000 miles (3,200 km), note the oil consumption rate, and replace the pistons and rings.

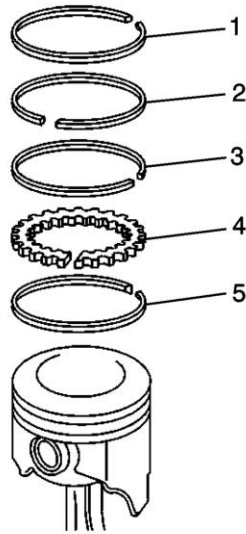
Note: The repair is to replace the pistons and rings. In some cases, the bore surface may not have a uniform look to the finish (zebra stripes) as shown in Technical Service Bulletin 13-06-01-003F. As a result, some technicians may question whether the engine should be repaired or replaced. After careful evaluation, GM Powertrain has determined that the new pistons and rings will perform correctly in bores that have this appearance, so engine replacement should not be necessary. The cylinder bores do not need any machine or honing work performed on them. Refer to Technical Service Bulletin 13-06-01-003F for more information.

Special Coverage Adjustment

N192291100 Excessive Engine Oil Consumption – US Only



Piston and Ring Replacement Procedure



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Note: Review the following service procedures and technical bulletin in SI:

- Technical Service Bulletin 13-06-01-003F placing a special emphasis on the PCV orifice between the #2 and #3 intake runners.
- Piston and Connecting Rod Disassemble
- Piston and Connecting Rod Assemble
- Piston Connecting Rod, and Bearing Installation (LAF, LAT, LE5, LE9, LEA, or LUK)

Note: The SI procedure for Piston, Connecting Rod, and Bearing Replacement has been updated to reflect in vehicle piston replacement.

Replace the pistons. Refer to *Piston, Connecting Rod, and Bearing Replacement* in SI.

Courtesy Transportation

Courtesy transportation is available for Customers whose vehicles are being repaired under this special coverage adjustment.

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

Customers have been advised via a separate letter (attached as noted above) on how they may seek reimbursement for prior out of pocket repair or rental vehicle costs which would have been covered by this special coverage adjustment. Dealer should not process any requests for customer reimbursement for previous repairs addressed by this special coverage but direct the customer to timely submit the claim form attached to their letter.

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 17, 2020

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

Dear General Motors Customer:

As the owner of a 2013 model year Chevrolet Equinox or GMC Terrain, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2013 model year Chevrolet Equinox or GMC Terrain vehicles, equipped with a 2.4L engine, may exhibit excessive engine oil consumption (less than 2,000 miles [3,200 km] per quart [0.946 L] of engine oil), due to piston ring wear. If this condition is present, an audible rattle or knock from the engine may be heard. The engine oil pressure warning light may illuminate on the instrument panel or the following message may appear in the Driver Information Center: "Oil Pressure Low – Stop Engine."

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 2013 model year Chevrolet Equinox or GMC Terrain within 7 years and 6 months 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: It is a good idea to check the engine oil level at each fuel fill. Your vehicle owner manual has instructions on checking engine oil in the Vehicle Care section. If you believe that your vehicle has the condition described above, and it is within both the time and mileage limits set forth above, diagnosis, and repairs and adjustments if needed, which qualify 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 previously paid for repairs solely caused by the condition described in this letter (including piston assembly repair or replacement and/or repair or replacement of other engine components that was required and caused solely as the result of excessive oil consumption due to piston ring wear) within the time and mileage limits of the Special Coverage, or if you incurred reasonable rental vehicle costs while such repairs were being performed, you may complete the enclosed reimbursement claim form along with supporting documents showing that the repairs were required and performed solely as the result of excessive oil consumption due to piston ring wear. The completed claim form and required documentation of eligible expenses must be postmarked no later than **May 16, 2020** to the following address:

2.4 Liter Oil Consumption Litigation
c/o Analytics Consulting LLC
P.O. Box 2003
Chanhassen, MN 55317-2003

Repairs that were performed after the expiration of the time or mileage limits of this Special Coverage are not eligible for reimbursement.

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 within the time and mileage limits of this Special Coverage ("Customers"). **Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursements 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, in favor of any third parties.**

If you have any questions or need any assistance with obtaining repairs covered under this Special Coverage, 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
GMC	1-800-462-8782	1-800-889-2438

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.

Sincerely,
GENERAL MOTORS LLC

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5282
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 17, 2020

Subject: N192291100 - Special Coverage
Excessive Engine Oil Consumption

Models: 2013 Chevrolet Equinox
2013 GMC Terrain
Equipped with 2.4L Engine (RPO LEA)

To: All General Motors Dealers

General Motors is releasing Special Coverage N192291100 today. The total number of U.S. vehicles involved is approximately 270,000. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on January 17, 2020 to customers involved in N192291100. The mailing will advise eligible 2013 model year customers of the availability of the special coverage.

In addition, on January 17th, letters will also be sent to customers involved in one of the below special coverages. The letters will be specifically tailored to each model year. The terms associated with the 2010-2012 Special Coverages remain unchanged.

14159 – 2010 Chevrolet Equinox and GMC Terrain
15285 – 2011 Chevrolet Equinox and GMC Terrain
16118 – 2012 Chevrolet Equinox and GMC Terrain

All customer letters will include a claim form by which they can submit previous unreimbursed out of pocket repair and rental vehicle expenses according to the time and mileage limits of the special coverage. Customer reimbursements will only be processed using the claim form provided with their letter. GM dealers will not be involved in reimbursement processing in any way.

Copies of the customer letters and the claim form are attached to this message.

Global Warranty Management (GWM)

For the 2013 model year vehicles covered by N192291100, the Applicable Warranties section on the Investigate Vehicle History (IVH) screen will be updated January 17, 2020. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS