

# Product Emission Recall

## N192273600 Emissions Pipe May Rub Against A/C Hose Connector



**Release Date:** March 2020

**Revision:** 01

**Revision Description:** This bulletin has been revised to include additional population. Please discard all previous copies of bulletin N192273600.

**Attention:** Vehicles involved in this recall were placed on stop delivery December 19, 2019 in Canada only. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Volt	2016	2019		

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>	General Motors has decided to conduct a voluntary emissions recall involving certain 2016-2019 model year Chevrolet Volt vehicles. The evaporative emissions pipe that connects to the inlet of the purge valve may rub against an air conditioning hose connector causing the pipe to chafe. Over time, such chafing can cause a small hole in the evaporative emissions pipe. If this were to occur, the evaporative emission system small leak detected Diagnostic Trouble Code (DTC P0442) would set and the Malfunction Indicator Lamp (check engine light) would illuminate.
<b>Correction</b>	Inspect the evaporative emissions purge pipe for wear, secure a bumper on the pipe, and if necessary, replace the purge pipe.

### Parts

Quantity	Part Name	Part No.
3	STRAP - 200MM TYPE S PLASTIC ADJUSTABLE TIE	11509086
1 If Req.	PROTECTOR-EVAP EMIS HOSE	84308760
1*	PIPE, EVAP EMIS (INCLS PROTECTOR)	84723370
6*	BOLT, DRIVETRAIN & FRT SUSP C/MBR	11547242
1*	BOLT, (TRANS MT STRUT)	11589277
2*	BOLT, (RR S/ABS (AT R/AXL))	11589278
6*	BOLT, R/AXL	11548419
2*	US - DEX-COOL® (Premix 50/50 with deionized water)	12378390
2*	Canada - DEX-COOL® (Premix 50/50 with deionized water)	10953456

\* Only required for evaporative emission pipe replacement. **Only 1% of total VINs involved will require these parts replaced. If the vehicle you are repairing has these parts replaced, please hold the damaged parts for 30 days for a possible inspection from your DMA (District Manager Aftersales).**

**Important:** Due to limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.

**Note:** Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which bumper and/or purge pipe to order.

**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
9104663	Install Three Tie Wraps on Evaporative Hose Bumper (Includes Protector Installation if Required) Add: Evaporative Emission Pipe Replacement	0.8 12.1	ZFAT	N/A
9104944	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2		*
9104945	Customer Reimbursement Denied – For USA dealers only	N/A		**
9104946	Floor Plan Reimbursement – For Canada only			***
9104947	Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY – For Canada only	N/A	ZFAT	****

**Note:** To avoid having to “H” route the customer reimbursement / floor plan / WCAP transaction for approval, it must be submitted prior to the repair transaction.

\* 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.

### Floor Plan Reimbursement – NEW INVENTORY ONLY

\*\*\* **Canada Only** - Vehicles eligible for floor plan reimbursement are to submit the amount in “Net Item” and should represent the product of the vehicle’s average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message December 19, 2019 to the date the repair is completed and the vehicle is ready for sale (not to exceed 85 days):

Vehicle	Reimbursement Amount
	Canada
2018 Chevrolet Volt	\$6.01
2019 Chevrolet Volt	\$5.53

### Working Capital Assistance Program (WCAP) Reimbursement – USED INVENTORY ONLY

**Note: CANADA Only** - To avoid having to “H” route the WCAP transaction for approval, it must be submitted prior to the repair transaction.

**Important: The WCAP ZSET transaction labor code, 9800046, provided in the dealer message sent on December 19, 2019, must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.**

\*\*\*\* **Canada Dealers Only** - For vehicles eligible under the Working Capital Assistance Program, the amount should be submitted in Net Item/Miscellaneous. This amount has been calculated to a daily value for the days that the vehicle was in used dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale/stop delivery order December 19, 2019 to the date the inspection or repair closed the recall bulletin. (not to exceed 85 days).

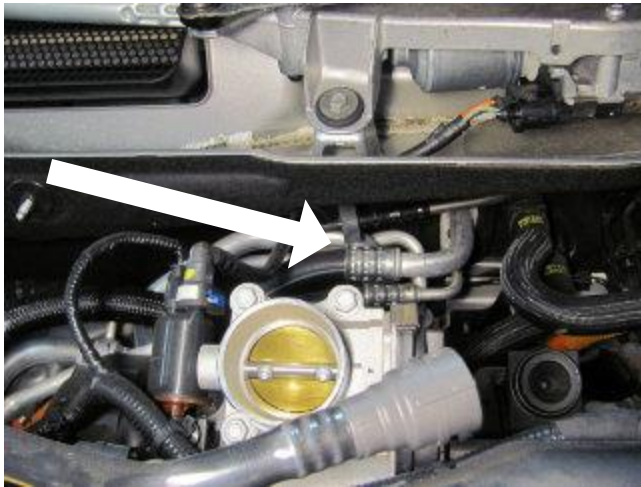
Vehicle	Working Capital Assistance Reimbursement Amount – Canada Only
2016 Chevrolet Volt	\$8.17
2017 Chevrolet Volt	\$9.33
2018 Chevrolet Volt	\$10.38
2019 Chevrolet Volt	\$12.00

### Service Procedure

1. Remove the air cleaner outlet duct. Refer to *Air Cleaner Outlet Duct Replacement* in SI.

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2. Locate the area where the evaporative emission pipe passes over the A/C metal pipe to rubber hose crimp.

**Note:** Most vehicles will have a rubber protector (bumper) on the emission pipe in this area. Slide the pipe bumper toward the passenger side of the vehicle to perform the inspection.

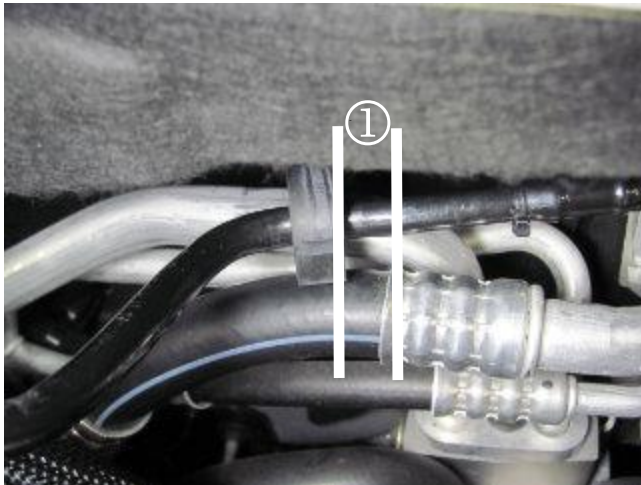


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3. Using a mechanics mirror, inspect the underside of the evaporative emission pipe for physical damage such as grooves, cuts or nicks. Minor scuffs, scratches and smears are acceptable. The damage will be right above the flare on the A/C pipe crimp.
  - If **no damage** is found, proceed to step #4.
  - If **damage is found, replace the evaporative emission pipe**. Refer to *Evaporative Emission Pipe Replacement* in SI. After the pipe is replaced, proceed to step #4.

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**Note:** If no bumper is installed, install the evaporative emission hose protector listed in the part table.

4. Position the bumper on the evaporative emission hose 13mm (1/2in.) inboard of the lip on the A/C line crimp (1).

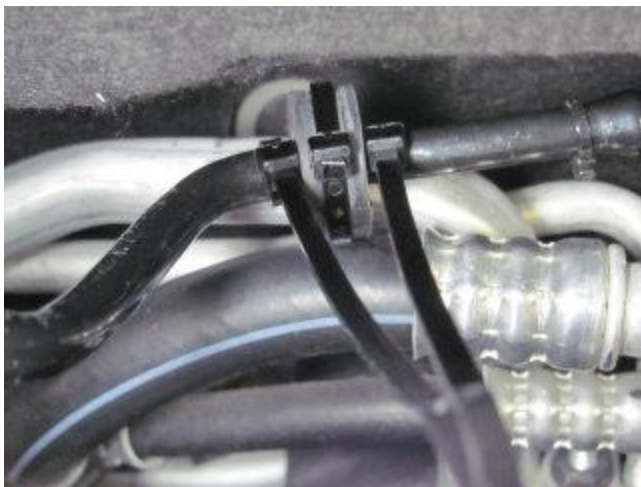
**IMPORTANT:** When installing the tie straps do not use excessive force, this may crush or deform the plastic pipe.



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5. Secure the bumper with a tie strap, center the tie strap as shown. Tighten and trim the tie straps as required.

**Note:** If there are existing small tie straps on both sides of the bumper, slide them out of the work area. Do not cut off the tie straps, damage to the evaporative emission pipe may occur.



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6. Install two additional tie straps on both sides of the bumper. Using needle nose pliers, tighten the tie straps as securely as possible. Trim as required.

**Note:** Ensure the locking head of all three tie straps are oriented in a way that they don't contact any other under hood components.

7. Verify that there is no possible contact between the ferrule edge on the A/C line and any part of the evaporative emission pipe.
8. Reinstall the air cleaner outlet duct. Refer to *Air Cleaner Outlet Duct Replacement* in SI.
9. CALIFORNIA VEHICLES ONLY: Complete a "Proof of Correction" certificate and provide to the vehicle owner upon recall completion.

#### Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall 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 recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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. Recall 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 field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

#### \*\*\*THE FOLLOWING 2 PARAGRAPHS ARE NOT FOR CANADA OR EXPORT\*\*\*

When a California emissions recall is completed by a GM dealer, the dealer must provide the vehicle owner a "Proof of Correction Certificate" which the owner may need to present to the California Department Of Motor Vehicles (DMV) when renewing their vehicle registration. Without this correction certificate, the owner may be unable to renew their vehicle registration.

Additional Certificates can be obtained, at no charge, from the 1Store application in GlobalConnect. Request GM Item Number 1825 when ordering.

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#### 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 recall 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 recall.

#### 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.

#### Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

In order to ensure full protection under the emission warranty, and the right to participate in future recalls, the customer notification letter recommends that customers have their vehicles serviced as soon as possible. It also advises that failure to do so could legally be determined to be lack of proper maintenance. The vehicle may fail a state or local emission inspection test if the recall work is not completed.

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.

In order to ensure full protection under the emission warranty, and the right to participate in future recalls, the customer notification letter recommends that customers have their vehicles serviced as soon as possible. It also advises that failure to do so could legally be determined to be lack of proper maintenance. The vehicle may fail a state or local emission inspection test if the recall work is not completed.

#### 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, 2021

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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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March 2020

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

Dear General Motors Customer:

This notice is sent to inform you that General Motors is conducting a voluntary emission recall that includes your vehicle.

**Reason For This Recall:** Your 2016-2019 model year Chevrolet Volt vehicle may have an evaporative emissions pipe rubbing against an air conditioning hose connector causing the pipe to chafe. Over time, such chafing can cause a small hole in the evaporative emissions pipe. If this were to occur, the evaporative emission system small leak detected Diagnostic Trouble Code (DTC P0442) would set and the Malfunction Indicator Lamp (check engine light) would illuminate. Your vehicle has been certified to meet California and Federal emissions standards and may be releasing air pollutants which exceed these standards if the evaporative emissions pipe chafes through.

**What Will Be Done:** Your GM dealer will inspect the evaporative emissions purge pipe for wear, secure a bumper on the pipe, and if necessary, replace the purge pipe. This service will be performed for you at **no charge**. Eligibility for this service will not be denied solely due to your Chevrolet Volt vehicle having non-GM parts or repairs performed by outlets other than a GM franchised dealer.

**How Long Will The Repair Take?** Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 50 minutes to inspect, and up to 12 hours and 10 minutes for the evaporative emissions pipe replacement.

**What You Should Do:** Please contact your GM dealer as soon as possible to arrange a service date and to assure parts availability. Instructions for making this correction have been sent to your dealer. Please ask your dealer if you wish to know how much time will be needed to schedule, process, and repair your vehicle.

**Reimbursement:** Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. 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 March 31, 2021, unless state law specifies a longer reimbursement period.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

**Emission Law Information:** In order to ensure your full protection under the emission warranty made applicable to your vehicle by state and federal law, and your right to participate in future recalls, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could legally be determined to be lack of proper maintenance of your vehicle. Also, your vehicle may fail a state or local emission inspection if this recall is not accomplished.

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#### IMPORTANT MESSAGE FOR CALIFORNIA RESIDENTS

The California Air Resources Board (CARB) requires vehicle emission recalls be completed prior to California registration renewal. Uncorrected emission recalls will result in the inability to renew your California vehicle registration.

At the time of emission recall completion, your California dealer will issue a "Proof of Correction Certificate". Keep this certificate and, if required, present it to the Department of Motor Vehicles when renewing your California registration as proof of recall completion.

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We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your continued satisfaction with our products.

Maryann L. Combs  
Vice President  
Global Vehicle Safety

Enclosure  
N192273600



GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5364  
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 25, 2020

Subject: N192273600-01 - Emission Recall  
Emissions Pipe May Rub Against A/C Hose Connector

Models: 2016-2019 Chevrolet Volt

To: All General Motors Dealers

General Motors is releasing Emission Recall N192273600-01 today. The total number of U.S. vehicles involved is approximately 72,921. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on April 8, 2020.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated March 26, 2020 or sooner. 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