

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5366  
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 26, 2020

Subject: A192219310 - Special Coverage  
Radiator Leaks - Maven Vehicles

Models: 2015 – 2019 Chevrolet Trax

To: All General Motors Dealers

General Motors is releasing Special Coverage A192219310 today. The total number of U.S. vehicles involved is approximately 1,558. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin in April.

**Global Warranty Management (GWM)**

The Applicable Warranties section on the Investigate Vehicle History (IVH) screen will be updated March 27, 2020 or sooner. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

# Special Coverage Adjustment

## A192219310 Radiator Leaks – Maven Vehicles



Release Date: March 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	Trax	2015	2019		

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.

<b>Condition</b>	On some 2015 - 2019 model year Chevrolet Trax vehicles, there may be a coolant leak at the radiator.
<b>Special Coverage Adjustment</b>	<p>This special coverage covers the condition described above for a period of 6 years or 72,000 miles (116,000 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 March 26, 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 March 26, 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>
<b>Correction</b>	Dealers are to replace condenser, radiator, fan, charge air cooler and piping, and A/C pipes. The repairs will be made at no charge to the customer.

### Parts

Quantity	Part Name	Part No.
As Needed	R-134A Refrigerant	12356150 (US) 10953485 (Canada)
1	Radiator Assembly – Engine Cooling Fan Module (incl’s condenser + charge air cooler)	95409466
1	A/C Condenser Hose Assembly	42588258
1	A/C Refrigerant Label	42712526
1	Dexron-VI Automatic Transmission Fluid	88865601 (US) 19264717 (Canada)
1	Dex-Cool Engine Coolant	12346290 (US) 10953464 (Canada)
1	A/C System Seal	02724966

It is estimated that less than 4% of the involved vehicles will require to will be replaced on this vehicle. **Due to the small number of vehicles anticipated that will need this fix and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.** Parts may have quantity limiters in effect.

**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
9900690	Condenser-Radiator-Fan-Module Replacement	2.9	ZREG	N/A
9900691	Customer Reimbursement Approved - For USA and Canada dealers only	N/A	ZREG	*
9900692	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.

### Service Procedure

1. Disconnect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.
2. Remove the front fascia. Refer to *Front Bumper Fascia Replacement* in SI.
3. Recover the Air Conditioning Refrigerant. Refer to *Refrigerant Recovery and Recharging* in SI.
4. Drain the coolant. Refer to *Cooling System Draining and Filling* in SI.
5. Disconnect the radiator outlet and inlet hoses from the radiator.
6. Remove the center support bracket. Refer to *Front Bumper Fascia Center Support Replacement* in SI.
7. Remove the front bumper lower impact bar. Refer to *Front Bumper Lower Impact Bar Replacement* in SI.
8. Remove the radiator air upper baffle and deflector. Refer to *Radiator Air Upper Baffle and Deflector Replacement* in SI.
9. Remove the radiator air lower baffle and deflector. Refer to *Radiator Air Lower Baffle and Deflector Replacement* in SI.
10. Remove the Front Bumper Energy Absorber. Refer to *Front Bumper Energy Absorber Replacement* in SI.
11. Remove both front headlamps. Refer to *Front Headlamp Replacement* in SI.
12. Unbolt and disconnect the Air Conditioning Condenser Hoses from the condenser.
13. Remove the transmission cooler lines from the radiator.

## Special Coverage Adjustment

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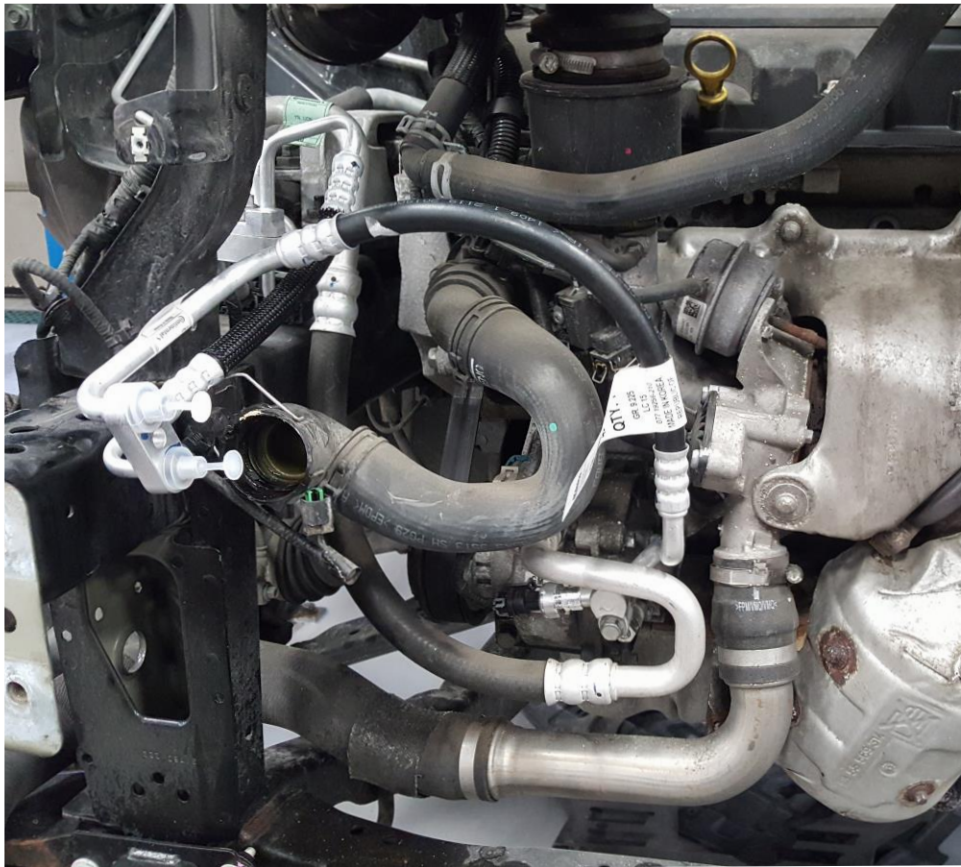


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14. At this point, the vehicle should look as shown above. The entire Condenser-Radiator-Fan-Module (CRFM, including the Charge Air Cooler), should now be removed together as one unit through the front of the vehicle.

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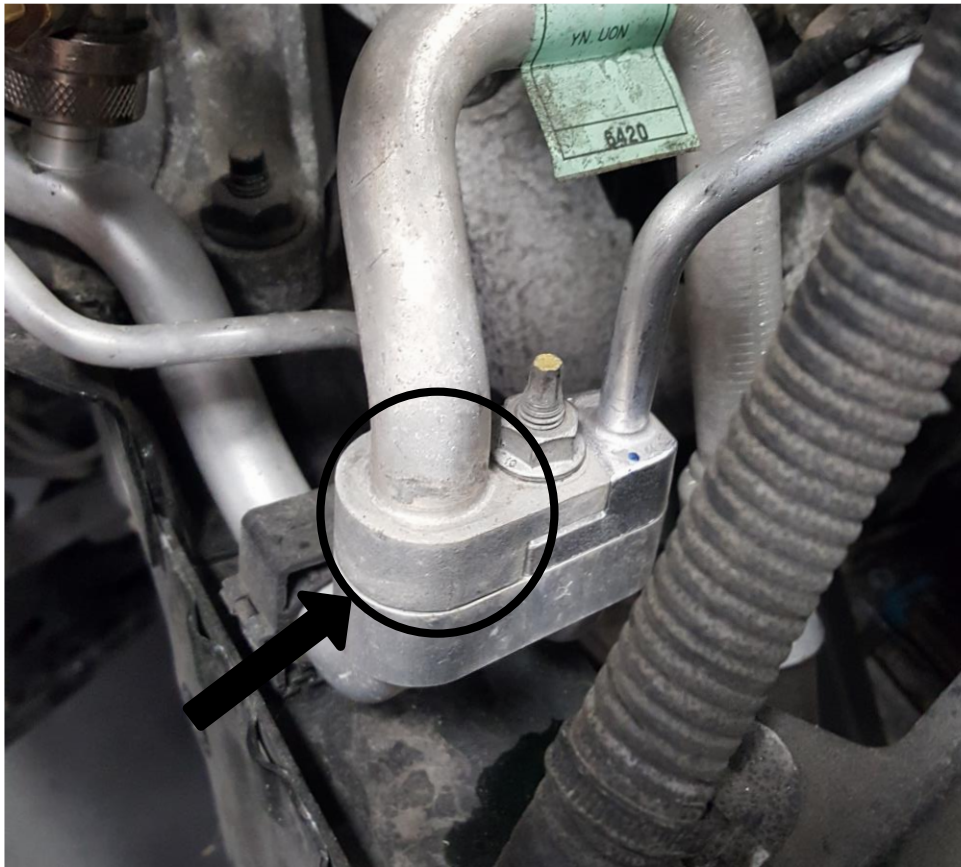


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15. Replace the Air Conditioning Condenser Hose with the new part provided as shown.

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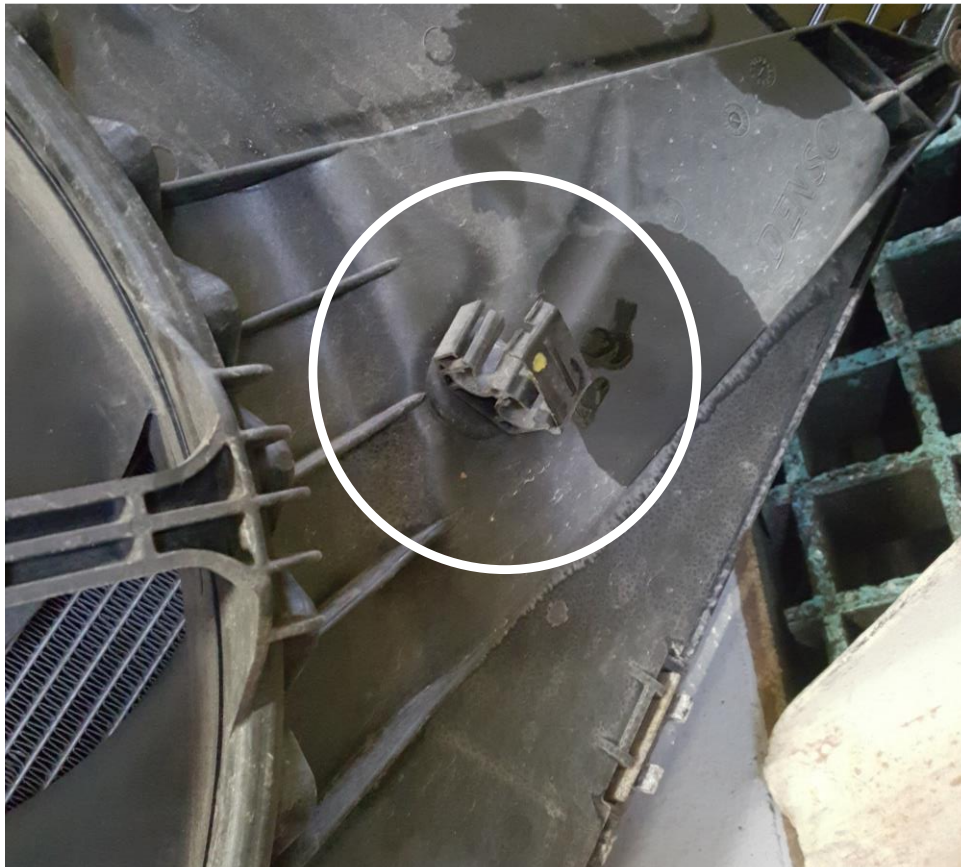


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- Be sure to replace the accompanying A/C Compressor Hose Seal (circled above) while replacing the Condenser Hose.

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16. Transfer the transmission cooler line clip from the fan shroud of the old CRFM to the fan shroud of the new CRFM.
17. Install the new CRFM assembly in the same manner as the old one was removed.
18. Install the radiator upper brackets. Refer to *Radiator Upper Bracket Replacement* in SI.
19. Snap the transmission cooler lines into the radiator.
20. Install the headlights. Refer to *Front Headlamp Replacement* in SI.
21. Install the radiator air lower baffle and deflector. Refer to *Radiator Air Lower Baffle and Deflector Replacement* in SI.
22. Install the radiator air upper baffle and deflector. Refer to *Radiator Air Upper Baffle and Deflector Replacement* in SI.
23. Install the Front Bumper Energy Absorber. Refer to *Front Bumper Energy Absorber Replacement* in SI.
24. Install the center support bracket. Refer to *Front Bumper Fascia Center Support Replacement* in SI.
25. Install the radiator inlet hose to the radiator. Refer to *Radiator Outlet Hose Replacement* in SI.
26. Install the radiator outlet hose to the radiator. Refer to *Radiator Outlet Hose Replacement* in SI.
27. Fill the air conditioning refrigerant. Refer to *Refrigerant Recovery and Recharging* in SI.
28. Fill the coolant fluid. Refer to *Cooling System Draining and Filling* in SI.
29. Install the front bumper fascia. Refer to *Front Bumper Fascia Replacement* in SI.
30. Connect the battery negative cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.
31. Clean the A/C Refrigerant label (located on the Front Bumper Fascia Opening Upper Cover) using rubbing alcohol.

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32. Install the new A/C Refrigerant label (reads 0.570kg) over the old label (reads 0.440kg).
33. Fill the air conditioning refrigerant. Refer to *Refrigerant Recovery and Recharging* in SI. Be sure to fill to the amount indicated on the new label – the refrigerant fill has increased from .440kg to .570kg.
34. Check the transmission fluid level and add transmission fluid as appropriate. Refer to *Transmission Fluid Level and Condition Check* 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 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 April 30, 2021. See General Motors Service Policies and Procedures Manual, 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**



# Special Coverage Adjustment

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April 2020

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

Dear General Motors Customer:

As the owner of a 2015 – 2019 model year Chevrolet Trax, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2015 - 2019 model year Chevrolet Trax vehicles, may have a condition where there may be a coolant leak at the radiator.

**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 – 2019 model year Chevrolet Trax within 6 years of the date your vehicle was originally placed in service or 72,000 miles (116,000 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 April 30, 2021, 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  
Global Executive Director  
Customer Experience Operations

Enclosure  
A192219310