



# Preliminary Information

## PIP5691A 1.3L (RPO L3T) Engine Exchange Program-Gasoline Models

| Brand:    | Model:      | Model Years: | VIN: |     | Engine:    | Transmissions: |
|-----------|-------------|--------------|------|-----|------------|----------------|
|           |             |              | from | to  |            |                |
| Buick     | Encore GX   | 2020         | All  | All | 1.3L (L3T) | All            |
| Chevrolet | Trailblazer | 2021         | All  | All | 1.3L (L3T) | All            |

|                                   |                        |
|-----------------------------------|------------------------|
| <b>Involved Region or Country</b> | North America          |
| <b>Condition</b>                  | Engine Exchange        |
| <b>Cause</b>                      | New Product Monitoring |

**This PI will cover the engine exchange program only for the 2020-2021 model listed above.**

**Additional PIs will be published for each engine component as they are introduced.**

**During the launch of the 2020-2021 model year the following engine will be under an exchange program:**

**1.3L Engine Assembly (RPO L3T)**

**Product teams continually seek valuable information for engineering improvements.**

**To assist in this effort, an engine exchange program will be used for the listed engine and vehicles**

**The 2020 model year engine exchange program will be administered by the GM Product Quality Center (PQC).**

**Dealerships are required to call the PQC, not GM Technical Assistance (TAC), to request an exchange.**

Please contact the Product Quality Center (PQC) by opening a new case via Dealer Case Management (DCM) From the DCM home page, click on "New PQC Case" found on the Technical Assistance tab.

Then in Global Connect click on the Support/Chat tab, TAC-PQC Tab, PQC -Parts Restrictions Templates to Download the PQC PIP5692 2020 Buick Encore GX or 2021 Chevrolet Trailblazer 1.2L (LIH) Engine Exchange Template and save a copy to your computer, You can attach a copy of the template to your PQC Case.

**Guidelines for honoring exchange requests under this program are being strictly enforced.**

**The PQC may refer the dealer technician to TAC if additional diagnosis is required.**

**TAC will be available for product inquiries that do not require assembly replacement.**

| Division                     | PQC Telephone Number |
|------------------------------|----------------------|
| US Cars and Trucks           | 1-866-654-7654       |
| Canada -- English and French |                      |

**Components that may be removed and serviced without exchange are identified by an "X" in the appropriate column of the table below**

**Any repairs involving engine components not identified in the table below, engine noise concerns, oil consumption, or related symptoms may require an engine exchange.**

**Important: Engine block and internal components along with any component in which a cylinder head has to be removed to perform the repair will require an engine exchange.**

**Please note that this list is subject to change as the program progresses.**

**You will be notified by the PQC consultant if additional items are considered serviceable on a particular engine.**

| Serviceable Components                     | 1.3L (L3T) |
|--|------------|
| Accessory Drive                            | X          |
| A/C Compressor                             | X          |
| All Engine Sensors                         | X          |
| All Cooling System Hoses                   | X          |
| Brackets                                   | X          |
| Camshaft Cover                             | X          |
| Camshaft Cover Heat Shield                 | X          |
| Camshaft Position Actuator Solenoid Valve  | X          |
| Catalytic Converter                        | X          |
| Coolant Control Valve / Gaskets            | X          |
| Coolant Pump Electric                      | X          |
| Coolant System Pipes                       | X          |
| Cooling System Radiator Inlet/Outlet Pipes | X          |
| Crankcase Pressure Sensor                  | X          |
| Crankshaft Dampner                         | X          |
| Crankshaft Position Sensor                 | X          |
| Crankshaft Position Sensor Ring            | X          |
| Engine Control Module (ECM)                | X          |
| Engine Cover / Beauty Cover                | X          |
| Engine Oil Cooler and Pipes                | X          |
| Engine Wiring Harness                      | X          |
|  | X          |

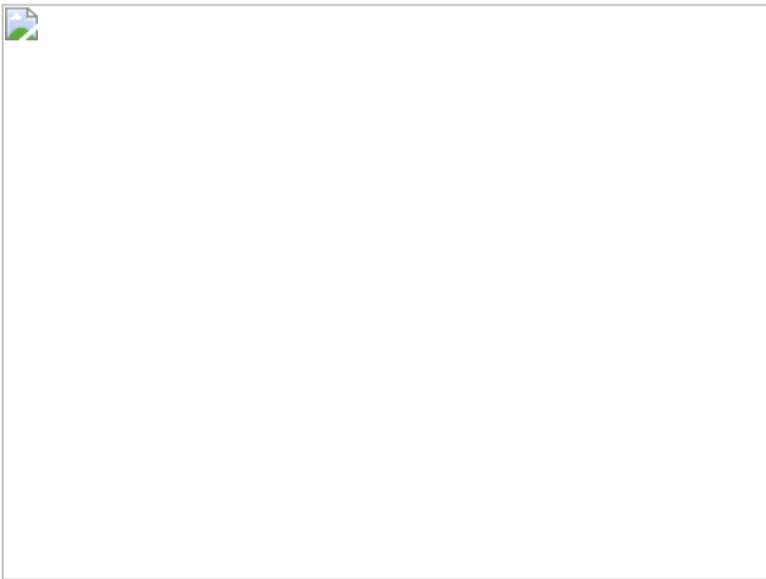
|   |   |
|---|---|
| Flywheel / Flexplate                            |   |
| Fuel Injector Wiring Harness                    | X |
| Fuel Injectors                                  | X |
| Fuel Pipes & HP Fuel Pump Assembly              | X |
| Fuel Rail                                       | X |
| Generator                                       | X |
| Heater Outlet / Inlet Fittings                  | X |
| Hi / Lo Pressure Fuel Lines                     | X |
| Ignition System (Coil, Spark Plugs)             | X |
| Intake Air Ducts & Related Components           | X |
| Intake Air Temperature Sensor                   | X |
| Intake Manifold / Gasket                        | X |
| Knock Sensors                                   | X |
| Map or Baro Sensor                              | X |
| Mass Air Flow Sensor                            | X |
| Oil Cooler / Pipes                              | X |
| Oil Fill Cap                                    | X |
| Oil Filter                                      | X |
| Oil Level Indicator (Dipstick)                  | X |
| Oil Pressure Control Solenoid Valve             | X |
| Oil Pressure Switch                             | X |
| Oxygen Sensors                                  | X |
| Purge Pump , Lines and Solenoid                 | X |
| Starter Motor Assembly                          | X |
| Throttle Body / Adapter / Gasket                | X |
| Turbocharger Wastegate Control Solenoid         | X |
| Turbocharger Wastegate Tubes and Hoses          | X |
| Turbo Assembly / POA parts / Brackets / Gaskets | X |
| Vacuum Pump Assembly                            | X |

**Important: Engine repairs or failures that are caused by components external to the engine do NOT fall under the exchange program. For example, if an engine failure is caused by incorrectly installed engine coolant lines, the engine assembly (or parts required to complete a repair) must be obtained from General Motors Customer Care and Aftersales (GMCC&A) through the normal parts ordering process. The exchange program is created as a way to correct internal concerns and to take what is learned and find a way to eliminate these concerns. External components causing a failure do not provide any useful information in improving an engine. The engine received from GMCC&A through the normal parts ordering process will be a new service engine.**

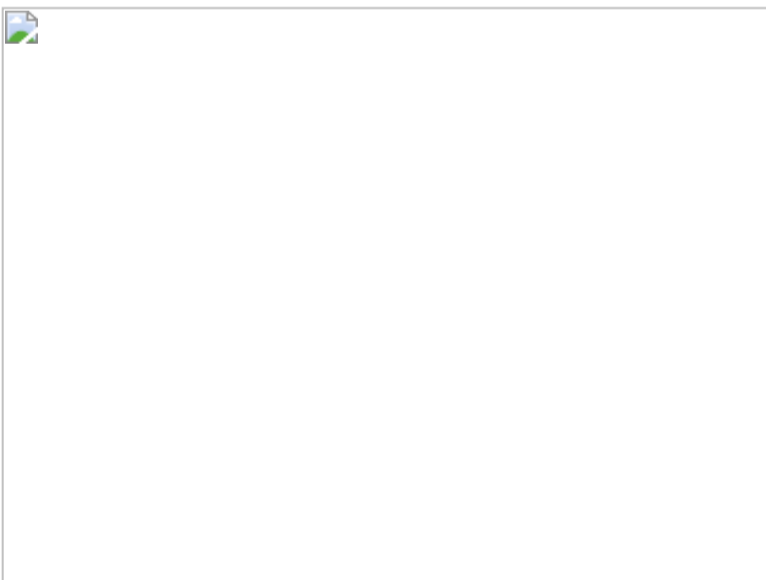
#### **Engine Broadcast Code Location**

##### **1.3L Engine Assembly (RPO L3T)**

**General Location:**



**Specific Location:**





**The Warranty Parts Center (WPC) will fax a Special Part Request to your dealership requesting the return of the removed engine.**

**DO NOT wait for the warranty claim to be paid before returning the removed engine.**

**The Special Part Request will provide a request number**

**This request number must be written on the outside of the return container using a permanent marker.**

**Failure to write the request number on the return container may delay the processing of your return.**

**If you do not receive the WPC Special Part Request, contact Julie Cumo at 248-371-9939 (for French call PQC 1-866-654-7654) to obtain the proper paperwork in order to return the removed engine. Failure to return the engine may result in a debit.**

### **Shipping Preparation:**

- 1. Remove the engine assembly/component as outlined in the applicable Service Manual.**
- 2. Drain all fluids from the removed engine.**
- 3. Retorque any fasteners that were loosened or removed to the original torque specification.**
- 4. Remove any plastic shipping plugs and covers from the exchange unit and install them on the removed unit.**
- 5. If the concerned engine leaks, mark the area directly on the engine with a permanent marker.**
- 6. Write the PQC case reference number on the repair order form.**
- 7. Write the PQC case reference number directly on the component in a visible location.**
- 8. Insert a copy of the WPC Special Part Request, repair order with technician comments, and the completed OEM EngineExchange Worksheet (template in this bulletin) into a plastic bag and securely fasten to the engine.**
- 9. Place the removed engine into the original shipping container**

### **Shipping Instructions:**

- 1. Write the WPC request number and the PQC case reference number on the outside of the container with a permanent marker.**
- 2. U.S. Dealers - Please go to [www.gmwpc.com](http://www.gmwpc.com), click on the UPS emblem, enter your BAC and select "dealer inquires." Select "available forms" located on the left side of the screen in blue, then select "Central Transport BOL." A partially complete BOL will appear. Please print this Central Transport BOL and fill out "from" section with your dealer information and complete the description fields.**

**Canadian Dealers - Refer to the latest version of Corporate Bulletin Number 99-00-89-019 for detailed shipping information.**

- 3. Contact the specified carrier to arrange for pick-up of the removed engine. If lift gate service is necessary, please request it at the time of arranging pick-up service.**
- 4. Have the driver sign the bill of lading. Retain a copy of the signed bill of lading. Attach your copy to the original repair order. This will be your proof of returning the removed engine.**
- 5. Ship all return exchanges/components Third Party Freight Collect with appropriate paperwork to**

**GM Warranty Parts Center  
45 Northpointe Drive  
Orion, MI 48359**

## OEM Engine Exchange Template

- **Caller's Name/Position:**
- **Parts Manager name:**
- **Technician Direct Phone:**
- **Dealership's Fax Number:**
- **Parts Dept fax number:**
- **Customer Concern:**
- **Have you completed the "OEM Engine Exchange" template in bulletin and reviewed Serviceable Components?**
- **(If no, you MUST complete Bulletin and callback)**
- **Has the vehicle been modified with non-production accessories?**
- **What type of service is the vehicle being usedn (police, taxi, towing, personal, etc.)?**
- **Describe the failure of the engine:**
- **Broadcast Code:**
- **Engine Serial Number:**
- **Replacement Cost = \$**
- **Requested Labor Time:**
- **Are there any leaks (Y/N)**
- **If no, continue to next question**
- **If yes,**
- **What type of leak?**
- **Location of the leak?**

- **Are there any Noises (Y/N)**
- **If no, continue to next question**
- **If yes, complete the following**
- **What kind of noise?**
- **Location and frequency of the noise?**
- **When does it occur?**
- **How long does it last?**
- **Any Lubrication Concerns (Y/N)**
- **If no, continue to next question**
- **If yes, complete the following**
- **Oil pressure readings:**
- **Results of oil consumption test:**
- **Was the oil contaminated?**
- **If yes, what type of contamination?**
- **Any Performance Concerns (Y/N)**
- **If no, continue to next question**
- **If yes, List**
- **Low power?**
- **Misfire?**
- **Detonation?**



- **Blue smoke?**
- **White smoke?**
- **Will engine crank?**
- **Vibration?**
- **Did the engine show evidence of the following**
- **Overheating? (Y/N)**
- **Coolant consumption? (Y/N)**
- **Coolant contamination? (Y/N)**
- **Low compression? (Y/N)**
- **If yes, List Compression test readings:**

### Warranty Information

For vehicles repaired under the Powertrain coverage, use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

| Labor Operation  | Description        | Labor TimeParts Allowance          |
|--|--------------------|------------------------------------|
| 4067490  | Engine Replacement | Use Published Labor Operation Time |
| For engine exchange only: a \$400.00 misc. net allowance for the engine can be claimed in the warranty transaction |                    |                                    |

**Important: Applicable miscellaneous items such as engine oil and coolant should be added to the part allowance amount and claimed in the Parts Cost column and not included in the Net Amount (DMN) column of the warranty claim.**

**Your cooperation is greatly appreciated. Prompt return of the original engine will increase the effectiveness of this program.**

**If you have any questions regarding the exchange program administrative procedures, please contact the Product Quality Center**

### Version History

|          |   |
|----------|---|
| Version  | 2   |
| Modified | 02/17/2020 - Created on.<br>04/29/2020 - Updated to add 2021 Chevrolet Trailblazer. |



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