

Special Coverage Adjustment

N192289160 Rocker Arm Oil Control Valve Inoperative



Release Date: June 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	Impala	2014	2014	LKW	2.5L DOHC Engine
	Malibu				

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	In certain 2014 model year Chevrolet Impala and Malibu vehicles equipped with a 2.5L engine, the rocker arm oil control valve, (OCV), may malfunction. If this occurs, the valve may fail to correctly control oil gallery pressure into the engine's rocker arm system or leak small amounts of oil onto the exterior of the engine. The customer may notice the engine running rough. In addition, the Malfunction Indicator Lamp (Check Engine Light) may illuminate and a diagnostic trouble code related to the OCV may set.
Special Coverage Adjustment	<p>This special coverage covers the condition described above for a period of 10 years 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 June 18, 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 June 18, 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 replace the rocker arm oil control valve. The repairs will be made at no charge to the customer.

Parts

Quantity	Part Name	Part No.
1	VALVE ASM-VLV RKR ARM OIL CONT	19419980
1	GASKET-VLV RKR ARM OIL CONT SOL VLV HSG	12634467

It is estimated that fewer than 400 of the involved vehicles will require the replacement of the following parts:

1	COVER ASM-CM/SHF	12658255
1	VALVE ASM-CM/SHF POSN ACTR INT SOL	12662736
1	VALVE ASM-CM/SHF POSN ACTR INT SOL	12662737

Due to the small number of vehicles anticipated that will need these additional part replacements, dealers are encouraged not to order these parts unless the oil control valve has missing/loose components.

Note: Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which oil control valve 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.

Special Coverage Adjustment

N192289160 Rocker Arm Oil Control Valve Inoperative



Warranty Information

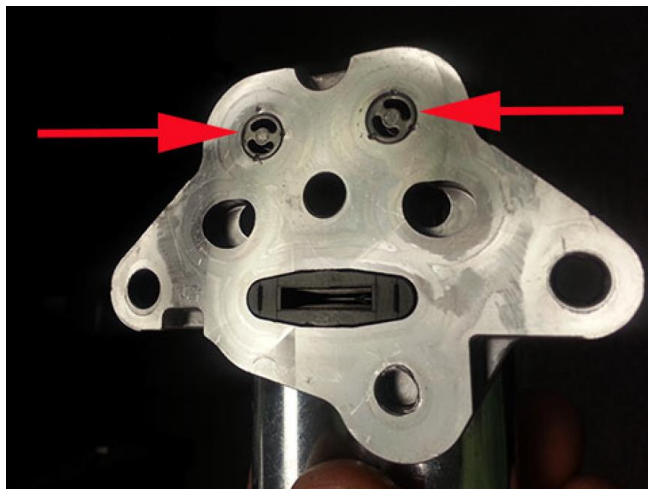
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900735	Diagnostic Time Only – No Repair Required	0.1-0.3	ZREG	N/A
9900736	Replace Valve Rocker Arm Oil Control Valve Replacement (LKW) (Includes Diagnostic Time) Add: Replace Camshaft Cover Kit: Impala Malibu	0.7 0.7 0.8		
9900737	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2		*
9900738	Customer Reimbursement Denied – For USA dealers only	N/A		**

* 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

- Check for DTC P0101, P0106, P0171, P0300, P16D0, P16D1, P2646, P2647, or P219A.
 - If the identified trouble codes are not found, inform the customer this campaign does not cover the repairs to their vehicle.
 - If any of the above trouble codes are found, proceed to step #2.
- Remove the rocker arm oil control valve located on the camshaft cover. Refer to *Valve Rocker Arm Oil Control Valve Replacement (LKW)* in SI.
- Inspect the removed valve assembly for any missing components.

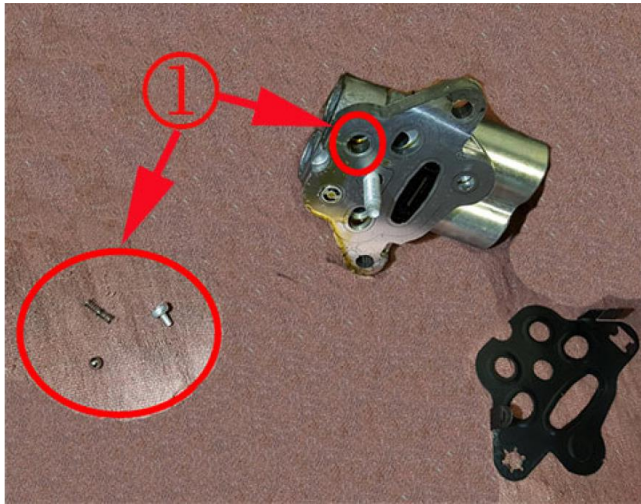


5591365

Components Intact

Special Coverage Adjustment

N192289160 Rocker Arm Oil Control Valve Inoperative



5591366

Missing/Loose Components

- If the oil control valve is intact, replace the oil control valve and gasket. Refer to *Valve Rocker Arm Oil Control Valve Replacement (LKW)* in SI.
- If the oil control valve has missing/loose components (1), replace the oil control valve, valve gasket and the camshaft cover. Refer to *Camshaft Cover Replacement* in SI.

NOTE: When replacing the camshaft cover, it is also necessary to replace the two camshaft position actuator solenoids. The O-ring seals are not serviceable and are included with the new solenoids.

4. Clear any DTC information.

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 July 31, 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

N192289160 Rocker Arm Oil Control Valve Inoperative



July 2020

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

Dear General Motors Customer:

As the owner of a 2014 model year Chevrolet Impala or Malibu, your satisfaction with our product is very important to us.

This letter is intended to make you aware that in certain 2014 model year Chevrolet Impala and Malibu vehicles equipped with a 2.5L engine, the rocker arm oil control valve, (OCV), may malfunction. If this occurs, the valve may fail to correctly control oil gallery pressure into the engine's rocker arm system or leak small amounts of oil onto the exterior of the engine. The customer may notice the engine running rough. In addition, the Malfunction Indicator Lamp (Check Engine Light) may illuminate and a diagnostic trouble code related to the OCV may set.

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 2014 model year Impala or Malibu within 10 years 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: 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 July 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
Global Executive Director
Customer Experience Operations

Enclosure
N192289160

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5437
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 18, 2020

Subject: N192289160 - Special Coverage
Rocker Arm Oil Control Valve Inoperative

Models: 2014 Chevrolet Impala
2014 Chevrolet Malibu
Equipped with 2.5L DOHC Engine (RPO LKW)

To: All General Motors Dealers

General Motors is releasing Special Coverage N192289160 today. The total number of U.S. vehicles involved is approximately 180,033. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on July 02, 2020.

Global Warranty Management (GWM)

The Applicable Warranties section on the Investigate Vehicle History (IVH) screen will be updated June 19, 2020 or sooner. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS