

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5457
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 28, 2020

Subject: N192291610 - Special Coverage
NOx Sensor Coating Peeling Off

Models: 2017 Chevrolet Express
2017 GMC Savana
Equipped with 2.8L Diesel Engine (RPO LWN)

To: All General Motors Dealers

General Motors is releasing Special Coverage N192291610 today. The total number of U.S. vehicles involved is approximately 1,330. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on August 10, 2020.

Global Warranty Management (GWM)

The Applicable Warranties section on the Investigate Vehicle History (IVH) screen will be updated July 29, 2020 or sooner. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Special Coverage Adjustment

N192291610 NOx Sensor Coating Peeling Off



Release Date: July 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	Express	2017	2017	LWN	2.8L Diesel Engine
GMC	Savana				

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	On some 2017 model year Chevrolet Express and GMC Savana vehicles, the NOx sensor end coating could peel off due to the high temperature of the exhaust gas. There is no effect on vehicle safety systems or drivability, however, customers could experience a malfunction indicator lamp, (service engine soon light), with NOx associated diagnostic trouble codes, (DTC's).
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 July 28, 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 July 28, 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 NOx sensor with new sensing element. The repairs will be made at no charge to the customer.

Parts

Quantity	Part Name	Part No.
1	SENSOR, NOX (POSN 1)	24001919

Note: Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which NOx sensor to order.

Due to the small number of vehicles involved, (1,473), and due to limited initial parts availability, dealers are encouraged not to order parts for use as shelf stock.

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.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900699	Diagnostic Time Only – No Repair Required	0.1-0.3	ZREG	N/A
9900700	Nitrogen Oxides Sensor Replacement - Position 1 Add: Diagnostic Time	1.0 0.1-0.3		
9900701	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2		*
9900702	Customer Reimbursement Denied – For USA dealers only	N/A		**

Special Coverage Adjustment

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* 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.

Service Procedure

1. Check for DTC **P11DB, P20EE, P249D, P249E, P11CC or P2209**.
 - If any of the above trouble codes are found, use SI diagnostic steps to determine if the position 1 nitrogen oxides sensor required replacement. Refer to *Nitrogen Oxides Sensor Replacement - Position 1* in SI.
 - If the identified trouble codes are not found, inform the customer this campaign does not cover the repairs to their vehicle.
2. Clear any stored 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

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of 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 August 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.



Special Coverage Adjustment

N192291610 NOx Sensor Coating Peeling Off



August 2020

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

Dear General Motors Customer:

As the owner of a 2017 model year Chevrolet Express or GMC Savana, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2017 model year Chevrolet Express or GMC Savana vehicles, equipped with a 2.8L Diesel Engine may have a condition where the NOx sensor end coating could peel off due to the high temperature of the exhaust gas. There is no effect on vehicle safety systems or drivability, however, you could experience a malfunction indicator lamp, (service engine soon light), with NOx associated diagnostic trouble codes.

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 2017 model year Chevrolet Express or GMC Savana 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 August 31, 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
GMC	1-800-462-8782	1-800-889-2438
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
N192291610