

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5825
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 14, 2021

Subject: REVISION – N192287100-01 - Special Coverage
Catalytic Converter and Oxygen Sensor Performance Degradation
Revised Correction Statement, Reimbursement and Service Procedure

Models: 2012-2013 Chevrolet Equinox
2012-2013 GMC Terrain

To: All General Motors Dealers

The correction statement, service procedure, and customer reimbursement sections were updated in this bulletin. Please discard all previous copies of N192287100.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS

Special Coverage Adjustment

N192287100 Catalytic Converter and Oxygen Sensor Performance Degradation



Release Date: June 2021

Revision: 01

Revision Description: The correction statement, service procedure, and customer reimbursement sections were updated in this bulletin. Please discard all previous copies of N192287100.

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	Equinox	2012	2013	LEA	Engine Gas, 4 CYL, 2.4L
GMC	Terrain				

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	Some 2012-2013 model year Chevrolet Equinox or GMC Terrain vehicles, equipped with a 2.4L engine and certified to the EPA Bin 4 emission standard and the California Cleaner Federal Vehicle option of Bin 4 emission standard, may exhibit catalytic converter and/or oxygen sensor performance degradation, without illumination of the malfunction indicator lamp (check engine light), as a result of excessive engine oil consumption (less than 2,000 miles [3,200 km] per quart [0.946 L] of engine oil) due to piston ring wear.
Special Coverage Adjustment	<p>This special coverage covers the condition described above for a period of 10 years or 150,000 miles (241,400 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 October 1, 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 October 1, 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	<p>Determine if the vehicle has, or has been repaired for, an excessive engine oil consumption condition due to piston ring wear by:</p> <ol style="list-style-type: none"> 1. Performing an excessive engine oil consumption test, or 2. Examining IVH or other service records to determine if a repair has been performed to remedy excessive oil consumption due to piston ring wear. <p>If an engine oil consumption test indicates the vehicle currently has an excessive engine oil consumption condition due to piston ring wear, or if the vehicle has been repaired for an excessive engine oil consumption condition due to piston ring wear, replace the catalytic converters and oxygen sensors. See also Special Coverage bulletins 16118, N192291100 or N192291101 “Excessive Engine Oil Consumption” for repair of engine and other components.</p> <p>Note: The special coverage terms for excessive engine oil consumption may be different than the special coverage terms for the catalytic converter and oxygen sensor degradation. The repairs will be made at no charge to the customer.</p>

Parts

Quantity	Part Name	Part No.
1	Exhaust Emissions Component Kit	84884449

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
9900749	Front and Rear Oxygen Sensor and Front and Rear Catalytic Converter Replacement Add: For AWD vehicles. Add: For Oil Consumption Test Setup (use this additional time only if excessive oil consumption special coverage 16118, N192291100 or N192291101 has expired).	1.2 - 1.8 0.2	ZREG	N/A
9900754	Oil Consumption Test Setup - No Repair Required (use this labor code only if excessive oil consumption special coverage 16118, N192291100 or N192291101 has expired)..	0.2	ZREG	N/A
9900750	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	- N/A 0.2	ZREG	*
9900751	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.

For Export: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement.

** Submit \$10.00 administrative allowance in Net/Admin Allowance.

Service Procedure

Note: If the vehicle you are working on is eligible for special coverage 16118, N192291100 or N192291101, be sure to perform that before proceeding to this special coverage. Troubleshooting for this issue starts with determining if the vehicle is experiencing excessive oil consumption, which is the topic of those two special coverage bulletins.

1. Check Investigate Vehicle History (IVH) to determine if the pistons and rings were replaced for excess oil consumption. This can be under Special Coverage 16118, N192291100 or N192291101 or customer pay.
 - If the pistons and rings were replaced for excess oil consumption, under either special coverage OR under customer pay, replace the front and rear oxygen sensors as well as both catalytic converters. Proceed to step 3.
2. Perform the engine oil consumption test procedure in Special Coverage 16118, N192291100 or N192291101. If an excess oil consumption condition is determined to exist, perform the repair specified in that special coverage. In addition, replace the front and rear oxygen sensors as well as both catalytic converters.
 - The excess oil consumption test procedure may be performed using a labor code in this Special Coverage if Special Coverage 16118, N192291100 or N192291101 has expired.
 - If Special Coverage 16118, N192291100 or N192291101 has expired, and the customer refused to repair the pistons and rings under customer pay, they are still eligible to have the oxygen sensors and catalytic converters replaced under this Special Coverage as long as a completed oil consumption test found that an excessive oil consumption problem due to piston ring wear is present on the VIN. Proceed to step 3.
 - If the pistons and rings were NOT replaced for excess oil consumption, and the vehicle currently has no oil consumption issue, no further action is required.
3. Refer to *Catalytic Converter Replacement (LEA-AWD)*, *Catalytic Converter Replacement (LEA-FWD)*, *Three-Way Catalytic Converter Replacement*, *Heated Oxygen Sensor Replacement – Sensor 1*, and *Heated Oxygen Sensor Replacement – Sensor 2* in SI as necessary to complete repairs.

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).

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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 October 31, 2021. Requests for reimbursement must either (1) state that an engine oil consumption test indicates the vehicle currently has an excessive engine oil consumption condition due to piston ring wear (the test may be performed under this special coverage if not previously performed), or (2) provide evidence that the vehicle has been repaired for an excessive engine oil consumption condition due to piston ring wear. 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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October 2020

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

Dear General Motors Customer:

We are writing to inform you of a potential emissions part condition of degraded catalytic converter and/or oxygen sensors caused by excessive engine oil consumption affecting some 2012-2013 model year Chevrolet Equinox or GMC Terrain vehicles with a 2.4L engine of the type you own.

The excessive oil consumption issue that causes this emissions parts condition is defined as an engine consuming a quart of oil or more in less than 2,000 miles [3,200 km] of driving. Signs your vehicle may have excessive oil consumption include that it needs frequent oil refilling, or that the engine creates an audible rattle or knocking sound, or that the engine oil pressure warning light illuminates on the instrument panel, or that the following message appears in the Driver Information Center: "Oil Pressure Low – Stop Engine."

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 protection for this emissions part condition. If your 2012-2013 model year Chevrolet Equinox or GMC Terrain engine is diagnosed with excessive engine oil consumption, as described above, which causes this condition within 10 years of the date your vehicle was originally placed in service or 150,000 miles (241,000 km), whichever occurs first, the catalytic converters and oxygen sensors will be replaced 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: It is a good idea to check the engine oil level at each fuel fill. Your vehicle owner manual has instructions on checking engine oil in the Vehicle Care section. If you believe that your vehicle has the condition described above, and it is within both the time and mileage limits set forth above, diagnosis, and repairs and adjustments if needed, which qualify 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 October 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	

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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
N192287100