

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6118
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 11, 2022

Subject: N202324990 - Special Coverage
Evaporative Emissions Purge Pump

Models: 2019 – 2020 Cadillac XT4
2019 – 2020 Chevrolet Silverado 1500
2019 – 2020 GMC Sierra 1500
Equipped with the 4-cylinder, 2.0L or 2.7L gas engine (RPO LSY or L3B)

To: All General Motors Dealers

General Motors is releasing Special Coverage N202324990 today. The total number of U.S. vehicles involved is approximately 109,168. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in April 2022.

Global Warranty Management (GWM)

The Applicable Warranties section on the Investigate Vehicle History (IVH) screen will be updated April 11, 2022. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Special Coverage Adjustment

N202324990 Evaporative Emissions Purge Pump



Release Date: April 2022

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		
Cadillac	XT4	2019	2020	LSY	4-cylinder 2.0L gas engine
Chevrolet	Silverado 1500			L3B	4-cylinder 2.7L gas engine
GMC	Sierra 1500				

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	Certain 2019 – 2020 model year Cadillac XT4, Chevrolet Silverado 1500 and GMC Sierra 1500 vehicles may have a condition that could cause the evaporative emissions purge pump to fail. If this condition occurs, the Malfunction Indicator Light (Check Engine Light) will illuminate and a diagnostic trouble code will set.
Special Coverage Adjustment	<p>This special coverage covers the condition described above for a period of 15 years or 150,000 miles (240,000 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 April 11, 2022, 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 April 11, 2022, 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 evaporative emissions purge pump/canister as necessary. The repairs will be made at no charge to the customer.

Parts

Quantity	Part Name	Part No.
1	Evaporative Emission Canister Purge Pump (LSY Engine)	12729606
1	Evaporative Emission Canister Purge Pump (L3B Engine)	12721653
1	Evaporative Emission Canister (L3B Engine)	85107747
1	Evaporative Emission Canister (L3B Engine)	85107748

Note: Use the vehicles VIN and the Electronic Parts Catalog to determine what Evaporative Emission Canister to order.

Parts are currently in limited supply. Therefore, dealers should order **as CSO only if needed.** Dealers are encouraged not to order these 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.

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Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item	
9900761	Inspect and Scan for Codes (No Further Action Required) Add: Diagnostic time for non-P1467 Codes (does not lead to purge pump replacement)	0.3 0.1-1.0	ZREG	N/A	
9900762	Evaporative Emission Purge Pump Replacement (includes inspection) Silverado/Sierra XT4 Add: Diagnostic time for non-P1467 Codes Add (Silverado/Sierra Only): Evaporative Emission Canister removal, inspection, and reinstallation	0.7 0.8 0.1 – 1.0 0.3			
9900805	Evaporative Emission Purge Pump Replacement (includes inspection) Silverado/Sierra XT4 Add: Diagnostic time for non-P1467 Codes Add (Silverado/Sierra Only): Evaporative Emission Canister removal, inspection, and replacement	0.7 0.8 0.1-1.0 0.3			
9900763	Customer Reimbursement Approved - For USA and Canada dealers only	N/A			*
9900764	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 USD (\$25.00 CAD) administrative allowance in Net/Admin Allowance.

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

Service Procedure

1. Install the MDI2 and scan all modules for DTCs.
 - If the vehicle has P1467, proceed to step 3.
 - If the vehicle has P146B, P146F, P146D, P146E, P146C, P0146, P1469, P146A, P1490, P148E, P14A4, or P148F, proceed through the SI diagnostic page for that code.
 - If the vehicle does NOT have any of the above codes, no further action is required.
2. If the diagnostic page in SI leads to Evaporative Emission Canister Purge Pump Replacement, proceed to step 3.
 - If the diagnostic page for the vehicle's current code(s) DOES NOT lead to Evaporative Emission Canister Purge Pump replacement, no further action is required. Claim applicable diagnostic clock time and inform the customer that further diagnosis or repairs will not be covered under this special coverage bulletin.
3. Replace the Evaporative Emission Canister Purge Pump. Refer to *Evaporative Emission Canister Purge Pump Replacement* in SI.
 - For XT4, no further action is required. For Silverado/Sierra, proceed to Step 4.
4. If the Evaporative Emission Canister Purge Pump was replaced, remove the Evaporative Emission Canister. Refer to *Evaporative Emission Canister Replacement* in SI.
5. In a safe manner consistent with local laws and regulations regarding disposal of gasoline, attempt to drain the Evaporative Emission Canister of any gasoline that may be inside.
 - If there is NO gasoline in the Evaporative Emissions Canister, no further action is required. Reinstall the Evaporative Emission Canister, refer to *Evaporative Emission Canister Replacement* in SI.
 - If there is gasoline found in the Evaporative Emissions Canister, refer to step 6.
6. Replace the Evaporative Emissions Canister. Refer to *Evaporative Emission Canister Replacement* in SI.

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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 May 31, 2023. 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 2022

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

Dear General Motors Customer:

As the owner of a 2019 - 2020 model year Cadillac XT4, Chevrolet Silverado 1500, or GMC Sierra 1500, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2019 - 2020 model year Cadillac XT4, Chevrolet Silverado 1500, or GMC Sierra 1500 vehicles, equipped with a 4-cylinder gas engine may have a condition that could cause the evaporative emissions purge pump to fail. If this condition occurs, the Malfunction Indicator Light (Check Engine Light) will illuminate and a diagnostic trouble code will 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 2019 - 2020 model year Cadillac XT4, Chevrolet Silverado 1500, or GMC Sierra 1500 within 15 years of the date your vehicle was originally placed in service or 150,000 miles (240,000 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. Also, be aware that overfilling the fuel tank by more than three clicks of a standard fill nozzle may cause vehicle performance issues, including engine stalling. Overfilling may also damage your vehicle's fuel system components, including the evaporative emissions purge pump. Please see the "Filling the Tank" section of your vehicle's Owner's Manual for more information.

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 May 31, 2023, 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.***

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If you have any questions or need any assistance, please contact your dealer or the appropriate Customer Assistance Center at the number listed below.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-333-4223	711 / 1-800-833-2438
Chevrolet	1-800-222-1020	711 / 1-800-833-2438
GMC	1-800-462-8782	711 / 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
N202324990