

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6259
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 25, 2022
Subject: N222379030 - Emission Recall
Incorrect Catalytic Converter
Models: 2022 Chevrolet Equinox
2022 GMC Terrain
To: All General Motors Dealers

General Motors is releasing Emission Recall N222379030 today. The total number of U.S. vehicles involved is approximately 3,272. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in September 2022.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated August 25, 2022. A list of vehicles in dealer inventory as of August 9, 2022 is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Product Emission Recall

N222379030 Incorrect Catalytic Converter



Release Date: August 2022

Revision: 00

Attention: All involved vehicles in the US and Canada that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Equinox	2022	2022	LYX	4-cylinder, 1.5L gas engine
GMC	Terrain				

Involved vehicles are marked "Open" on the Investigate Vehicle History screen 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	General Motors has decided to conduct a Voluntary Emission Recall on certain 2022 model year Chevrolet Equinox and GMC Terrain vehicles with a 1.5L (RPO LYX) engine. A small number of these vehicles may have been built with an incorrect catalytic converter.
Correction	Dealers are to inspect the catalytic converter and replace it if the correct one was not originally installed.

Parts

Quantity	Part Name	Part No.
1	Catalytic Converter	25203924
1	Catalytic Converter Gasket	12641115
1	Exhaust Pipe Clamp	12643268
As Req.	Anti-Seize	88862477 US 88862478 CA

It is estimated that less than 1% involved vehicles will require parts replaced. **Due to the small number of vehicles anticipated that will need this fix and the limited initial parts availability, 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.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106452	Inspect Only – No Further Action Required	0.2	ZFAT	N/A
9106453	Catalytic Converter Replacement + Inspection	1.2		*

* The amount identified in "Net Item" should represent the actual sum total of the current GMCC&A Dealer net price for Anti-Seize needed to perform the required repairs, not to exceed \$0.20 USD (\$0.26 CAD), plus applicable Mark-Up or Landed Cost (for Export).

Service Procedure

Important: Service Agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

- Open the hood.
Video 6144536
- Inspect the catalytic converter using a mirror as shown in the above video.

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6144515

- Looking at the label on the back side of the catalytic converter, determine if the part number ends in 3459 (bad part, red/x) or 3924 (good part, green/check).
 - If the part number ends in 3459, OR if the label is missing or illegible, replace the Catalytic Converter. Refer to *Warm Up Three-Way Catalytic Converter Replacement* in SI.
 - If the part number ends in 3924, no further action is required.
- Close the hood.
- CALIFORNIA, COLORADO, CONNECTICUT, DELAWARE, MAINE, MARYLAND, MASSACHUSETTS, NEW JERSEY, NEW YORK, OREGON, RHODE ISLAND, VERMONT, WASHINGTON VEHICLES ONLY: Install a Recall Identification Label upon recall completion. See General Motors Service Policies and Procedures Manual, Recall Identification Label, for details.
- CALIFORNIA VEHICLES ONLY: Complete a "Proof of Correction" certificate and provide to the vehicle owner upon recall completion. For the recall number on the "Proof of Correction" certificate, enter only the six digits in characters 4-9 of this recall bulletin number: 237903.

Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

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In summary, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

*****THE FOLLOWING 2 PARAGRAPHS ARE NOT FOR CANADA OR EXPORT*****

When a California emissions recall is completed by a GM dealer, the dealer must provide the vehicle owner a "Proof of Correction Certificate" which the owner may need to present to the California Department Of Motor Vehicles (DMV) when renewing their vehicle registration. Without this correction certificate, the owner may be unable to renew their vehicle registration.

Additional Certificates can be obtained, at no charge, from the 1Store application in GlobalConnect. Request GM Item Number 1825 when ordering.

Dealer Reports – For USA & Export

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this recall. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall may be a violation of law in several states.

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).

In order to ensure full protection under the emission warranty, and the right to participate in future recalls, the customer notification letter recommends that customers have their vehicles serviced as soon as possible. It also advises that failure to do so could legally be determined to be lack of proper maintenance. The vehicle may fail a state or local emission inspection test if the recall work is not completed.

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

In order to ensure full protection under the emission warranty, and the right to participate in future recalls, the customer notification letter recommends that customers have their vehicles serviced as soon as possible. It also advises that failure to do so could legally be determined to be lack of proper maintenance. The vehicle may fail a state or local emission inspection test if the recall work is not completed.



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September 2022

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

Dear General Motors Customer:

This notice is sent to inform you that General Motors is conducting a voluntary emission recall that includes your vehicle.

Reason For This Recall: Your 2022 model year Chevrolet Equinox or GMC Terrain vehicle, equipped with a 1.5 L, 4-cylinder engine, vehicle has been certified to meet California and Federal emissions standards and may be releasing air pollutants which exceed these standards. An incorrect catalytic converter may have been installed.

What Will Be Done: Your GM dealer will inspect the catalytic converter and replace it if the correct one was not originally installed. This service will be performed for you at **no charge**. Eligibility for this service will not be denied solely due to your vehicle having non-GM parts or repairs performed by outlets other than a GM franchised dealer.

How Long Will The Repair Take? Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction time of approximately 1 hour and 20 minutes.

What You Should Do: Please contact your GM dealer as soon as possible to arrange a service date and to assure parts availability. Instructions for making this correction have been sent to your dealer. Please ask your dealer if you wish to know how much time will be needed to schedule, process, and repair your vehicle.

If you have any questions or need any assistance, just 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)
Chevrolet	1-800-222-1020	711 / 1-800-833-2438
GMC	1-800-462-8782	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

Emission Law Information: In order to ensure your full protection under the emission warranty made applicable to your vehicle by state and federal law, and your right to participate in future recalls, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could legally be determined to be lack of proper maintenance of your vehicle. Also, your vehicle may fail a state or local emission inspection if this recall is not accomplished.

IMPORTANT MESSAGE FOR CALIFORNIA RESIDENTS

The California Air Resources Board (CARB) requires vehicle emission recalls be completed prior to California registration renewal. Uncorrected emission recalls will result in the inability to renew your California vehicle registration.

At the time of emission recall completion, your California dealer will issue a "Proof of Correction Certificate". Keep this certificate and, if required, present it to the Department of Motor Vehicles when renewing your California registration as proof of recall completion.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your continued satisfaction with our products.

Regina A. Carto
Vice President
Global Product Safety and Systems

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