

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6628
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 27, 2023

Subject: N232404810 - Special Coverage
Catalytic Converter

Models: 2019 Chevrolet Express
2019 GMC Savana

To: All General Motors Dealers

General Motors is releasing Special Coverage N232404810 today. The total number of U.S. vehicles involved is approximately 26,134. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on August 9, 2023.

Global Warranty Management (GWM)

The Applicable Warranties section on the Investigate Vehicle History (IVH) screen will be updated July 27, 2023. A Stock VIN list is not included as our records show there are no vehicles in dealer new inventory.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Special Coverage

N232404810 Catalytic Converter



Release Date: July 2023

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	2019	2019		
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	Certain 2019 model year Chevrolet Express and GMC Savana vehicles may have a condition that could cause a fracture to occur in the left inlet pipe of the catalytic converter. If this condition occurs, increased exhaust noise may be heard, the Malfunction Indicator Light (Check Engine Light) may illuminate and a diagnostic trouble code may 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 July 27, 2023, 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 27, 2023, 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 catalytic converter as necessary. The repairs will be made at no charge to the customer.

Parts

Quantity	Part Name	Part No.
1	Catalytic Converter Assembly	85593477
1	Exhaust Manifold Seal	20987829
1	Exhaust Manifold Seal	15077362

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
9900859	Diagnosis Only – No Repair Required	0.1-1.0	ZREG	N/A
9900860	Warm-Up Three Way Catalytic Converter Replacement Add: Diagnosis	1.1 0.1-1.0	ZREG	N/A
9900861	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZREG	*
9900862	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 USD (\$25.00 CAD) administrative allowance in Net/Admin Allowance.

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

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

Service Procedure

1. A vehicle may come into the shop with an exhaust noise complaint, P0420, P0421, or other indications that the catalytic converter(s) may be bad and need replacement. Follow diagnosis steps in SI for these conditions.
 - If following SI diagnosis DOES lead to catalytic converter replacement, proceed to step 2.
 - If following SI diagnosis DOES NOT lead to catalytic converter replacement, no further repairs are covered under this special coverage. Claim your diagnosis time and inform the customer that any further repairs must be covered under customer pay, or a goodwill adjustment. Do not proceed to step 2.
2. Replace the Catalytic Converter. Refer to *Warm Up Three-Way Catalytic Converter Replacement LV1* in SI.

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 August 31, 2024. 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

N232404810 Catalytic Converter



August 2023

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

Dear General Motors Customer:

As the owner of 2019 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 2019 model year Chevrolet Express or GMC Savana vehicles, may have a condition that could cause a fracture to occur in the left inlet pipe of the catalytic converter. If this condition occurs, increased exhaust noise may be heard, the Malfunction Indicator Light (Check Engine Light) may illuminate and a diagnostic trouble code 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 2019 model year Chevrolet Express or GMC Savana 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. For customer's vehicles already outside of the above years and/or miles, we are still offering reimbursement if the issue occurred within the years and miles stated above. Please follow the reimbursement steps below.

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, 2024, 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.

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	

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

Special Coverage
N232404810 Catalytic Converter



Global Executive Director
Customer Experience Operations

Enclosure
N232404810