

Product Emission Recall

N192271200 Charge Air Cooler Duct Disconnect at Throttle Body



Release Date: December 2019

Revision: 00

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Equinox	2019	2019	LYX	1.5L 4 Cyl. Engine
Chevrolet	Malibu	2019	2019	LFV	1.5L 4 Cyl. Engine
GMC	Terrain	2019	2019	LYX	1.5L 4 Cyl. Engine

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 emissions recall involving certain 2019 model year Chevrolet Equinox, Malibu, and GMC Terrain vehicles equipped with a 1.5-liter, 4 cylinder engine (RPO LYX or LFV). Under certain conditions the engine intake charge air cooler outlet duct may become disconnected from the throttle body when turbo boost is active. If this condition occurs, a reduced engine power message will be displayed, the available engine power will be reduced, the engine may run rough, and the malfunction indicator lamp (check engine light) will illuminate. When the vehicle reaches low speed or idle, the engine could stall. If this condition occurs the engine control module will set one or more of these diagnostic trouble codes: P0172 (Fuel Trim System Rich), P0299 (Engine Underboost), P0101 (Mass Air Flow (MAF) Sensor Performance), P1101 (Intake Air Flow System Performance), or P0506 (Idle Speed Low).
Correction	Dealers are to install an improved charge air cooler retainer.

Parts

Quantity	Part Name	Part No.
1	Retainer Chrg Air	13434668

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Order parts on a CSO = Customer Special Order only. DRO's may be cancelled. All orders may be reviewed prior to being filled. Parts may have quantity limiters in effect.

Important: Due to limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock. Based on our records it appears that there may be a significant amount of Dealer shelf stock. Please validate your shelf stock prior to ordering for this Recall.

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
9104681	Replace Charge Air Cooler Outlet Tube Spring/Clips (Includes time to replace CAC Outlet Tube Seal if required)	0.2	ZFAT	N/A

For Canada Dealers Only: Important: The UVCP ZSET transaction labour code, 9800041, provided in the dealer message sent on November 20, 2019, must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject. Please continue to follow the process outlined in the Used Virtual Coupon Program Dealer message published on November 20, 2019. (see GCCA-5-1547).

Service Procedure

1. Disconnect the Charge Air Cooler Outlet Tube from the throttle body. Refer to *Charge Air Cooler Outlet Air Tube Replacement* in SI. It is not necessary to remove the entire Charge Air Cooler Outlet Tube for this procedure, only to disconnect it from the throttle body.
2. Cover the throttle body with a shop towel to prevent debris from entering the engine.

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3. Remove the charge air cooler outlet air tube retainer clip.



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4. While pulling back on the spring, lift the leg of the spring over the notch, removing the spring/clips from the notch they sit in in the Charge Air Cooler Outlet Tube. Discard the spring and clips that were removed.
5. Check the inside of the Charge Air Cooler Outlet Tube for the presence of the rubber seal that seals to the throttle body. If the rubber seal is missing, replace the seal.

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6. Place black clip with the groove facing up on a flat, hard surface.



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7. Place the spring (legs pointing up) into the groove of the clip as shown.
8. Press down with two fingers until you feel the spring snap into place in the clip.
9. Repeat on the other side of the spring with the second clip.

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10. Insert the spring/clip assembly straight into the duct with the legs of the spring pointing down towards the elbow and the clips facing up towards the throttle body connection.

- The spring will catch on the notches on the sides of the part as shown in the graphic.

11. Pull the spring apart just enough to lift the leg over the notch of the duct for each side.



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12. Verify the spring and clips are present and oriented correctly, as shown.

13. Remove shop towel from throttle body and install the tube. There should be an audible click when it is seated. Refer to *Charge Air Cooler Outlet Air Tube Replacement* in SI if required.

14. CALIFORNIA VEHICLES ONLY: Complete a "Proof of Correction" certificate and provide to the vehicle owner upon recall completion.

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/repaired per the service procedure of this bulletin before customers

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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.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or 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 dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports or sent directly to export dealers. The listing may contain customer names and addresses obtained 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 is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

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, Sections 1.4 and 6.1.10, 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.

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**

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December 2019

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 2019 model year Chevrolet Equinox or Malibu, or GMC Terrain vehicle equipped with a 1.5-liter, 4 cylinder engine, may be equipped with an improperly functioning on-board emission-related diagnostic system that violates California and Federal standards and regulations. Under certain conditions the engine intake charge air cooler outlet duct may become disconnected from the throttle body when turbo boost is active. If this condition occurs, a reduced engine power message will be displayed, the available engine power will be reduced, the engine may run rough, and the malfunction indicator lamp (check engine light) will illuminate. When the vehicle reaches low speed or idle, the engine could stall. If this condition occurs the engine control module will set diagnostic trouble codes.

What Will Be Done: Your GM dealer will install an improved charge air cooler retainer. This service will be performed for you at **no charge**. Eligibility for this service will not be denied solely due to your Chevrolet Equinox or Malibu, or GMC Terrain 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 service correction time of approximately 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.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

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.

Maryann L. Combs
Vice President
Global Vehicle Safety

N192271200

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5225
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 3, 2019

Subject: N192271200 - Emission Recall
Charge Air Cooler Duct Disconnect at Throttle Body

Models: 2019 Chevrolet Equinox
2019 Chevrolet Malibu
2019 GMC Terrain
Equipped with 1.5L, 4-cylinder engine (RPO LYX or LFV)

To: All General Motors Dealers

General Motors is releasing Emission Recall N192271200 today. The total number of U.S. vehicles involved is approximately 170,000. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in the middle of December, 2019.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated December 4, 2019. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS