

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5458
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 28, 2020

Subject: N202299080 - Special Coverage
Camshaft Cover Replacement

Models: 2014 Buick Encore
2011-2014 Chevrolet Cruze
2012-2014 Chevrolet Sonic
2014 Chevrolet TRAX

To: All General Motors Dealers

General Motors is releasing Special Coverage N202299080 today. The total number of U.S. vehicles involved is approximately 810,404. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on August 11, 2020.

Global Warranty Management (GWM)

The Applicable Warranties section on the Investigate Vehicle History (IVH) screen will be updated July 29, 2020 or sooner. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS

Special Coverage Adjustment

N202299080 Camshaft Cover Replacement



Release Date: July 2020

Revision: 00

Attention: Dealers are to refer to the General Motors Service Policies and Procedures Manual, Regional Product Field Actions, for guidelines on handling vehicles that are not involved in this program but may be displaying the same condition.

This Special Coverage can be seen in the Applicable Warranties section in Investigate Vehicle History (IVH).

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Encore	2014	2014	LUJ LUV	1.4L Engine
Chevrolet	Cruze	2011	2014		
	Sonic	2012	2014		
	TRAX	2014	2014		

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 2014 model year Buick Encore, 2011 - 2014 model year Chevrolet Cruze, 2012 - 2014 model year Chevrolet Sonic, and 2014 model year Chevrolet TRAX vehicles, equipped with a 1.4L Engine (RPO LUJ or LUV), may have a condition where cracks can develop in the diaphragm of the Positive Crankcase Ventilation (PCV) pressure regulator valve. This valve is a part of the engine camshaft cover. If this were to occur, excess air could be drawn into the engine intake. As a result, the engine may run rough, especially during idle, the Malfunction Indicator Light (Check Engine Light) would illuminate and a diagnostic trouble code for Fuel Trim Lean (P0171) or other airflow related DTC would set.
Special Coverage Adjustment	This special coverage covers the condition described above for a period of 10 years or 120,000 miles (193,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership. For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after July 28, 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 July 28, 2020, must be submitted to the Service Contract provider. 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>
Correction	Dealers are to replace the engine camshaft cover as necessary. The repairs will be made at no charge to the customer.

Parts

Quantity	Part Name	Part No.
1	Camshaft Cover	25198877

Note: Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which camshaft cover assembly to order.

Important: Due to 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. Parts may have quantity limiters in effect.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
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Special Coverage Adjustment

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9900731	Diagnostic Time Only – No Repair Required	0.1-0.5	ZREG	N/A
9900732	Camshaft Cover Replacement (Sonic)	0.4		
	Camshaft Cover Replacement (Cruze)	0.6		
	Camshaft Cover Replacement (Encore)	0.5		
	Camshaft Cover Replacement (Trax)	0.5		*
	Add: Diagnostic Time	0.1-0.5		
9900733	Customer Reimbursement Approved	N/A		
	- For USA and Canada dealers only	0.2		
	- For Export dealers only	N/A		
9900734	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 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: Only leaking PCV valves are covered under this special coverage. Do not replace a camshaft cover for an oil leak condition under this special coverage.

1. A vehicle may come in with DTC P0171 – Fuel Trim System Lean, or other airflow-related DTCs. Following the diagnostics in SI for that DTC may lead to the PCV system as a potential source of external airflow.
2. Confirm a bad PCV valve.
 - a. Remove the engine cover. Refer to *Engine Cover Replacement* in SI.
 - b. Check to make sure the engine oil dipstick is fully seated and the oil fill cap is fully tightened.



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- c. With the engine running, listen for noise coming from the PCV valve, shown above. If noise is heard, check to see if the noise gets quieter or disappears with the engine oil dipstick removed.
- d. Reinsert the dipstick.

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- e. Check to see if there is vacuum at the PCV vent at the front of the PCV valve by placing a piece of tissue near it. The tissue will be sucked against the vent and held if vacuum is present.
 - If the PCV valve is making noise and there is vacuum present at the PCV valve vent, replace the Camshaft Cover. Refer to *Camshaft Cover Replacement* in SI.
 - If the PCV valve does NOT make noise or leak vacuum, no further diagnosis or repair is covered under this special coverage. Claim diagnostic time and inform the customer that any further diagnostics or repair will have to be covered by customer pay, warranty, or good will.
3. Reinstall the engine cover. Refer to *Engine Cover Replacement* 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, 2021. 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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August 2020

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

Dear General Motors Customer:

As the owner of a 2014 model year Buick Encore, 2011 - 2014 model year Chevrolet Cruze, 2012 - 2014 model year Chevrolet Sonic, or 2014 model year Chevrolet TRAX vehicle, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2014 model year Buick Encore, 2011 - 2014 model year Chevrolet Cruze, 2012 - 2014 model year Chevrolet Sonic, and 2014 model year Chevrolet TRAX vehicles, equipped with a 1.4L Engine, may have a condition where cracks can develop in the diaphragm of the Positive Crankcase Ventilation (PCV) pressure regulator valve. This valve is a part of the engine camshaft cover. If this were to occur, excess air could be drawn into the engine intake. As a result, the engine may run rough, especially during idle, the Malfunction Indicator Light (Check Engine Light) would illuminate and a diagnostic trouble code for Fuel Trim Lean (P0171) or other airflow related DTC would 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 2014 model year Buick Encore, 2011 - 2014 model year Chevrolet Cruze, 2012 - 2014 model year Chevrolet Sonic, or 2014 model year Chevrolet TRAX within 10 years of the date your vehicle was originally placed in service or 120,000 miles (193,000 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.

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, 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)
Buick	1-800-521-7300	1-800-832-8425
Chevrolet	1-800-222-1020	1-800-833-2438
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
N202299080