Special Coverage Adjustment
16115 Camshaft Position Oil Control Valve Warranty

Reference Number: N162058270 **Release Date:** December 2016
Revision: 00

Make	Model	Model Year From	Model Year To	RPO	Description
Buick	LaCrosse	2014	2014	LFX	3.6L Engine
Chevrolet	Impala				

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	On some 2014 model year Buick LaCrosse and Chevrolet Impala vehicles, equipped with a 3.6L engine (RPO LFX), a P0014/P0024 (Exhaust Camshaft Position Performance – Bank 1 / Bank 2) diagnostic trouble code may set as a result of a sticking exhaust camshaft position actuator solenoid valve.
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 December 19, 2016, 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 December 19, 2016, 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. *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.*
Correction	Dealers are to replace the exhaust camshaft position actuator solenoid valve as necessary. The repairs will be made at no charge to the customer.

Parts

Quantity	Part Name	Part No.
2	VALVE, CM/SHF POSN ACTR SOL	12636175
1	COOLANT (For Impala VIN 1 Camshaft Position Actuator Solenoid Valve Solenoid Replacement - Bank 2 (Left Side) Exhaust Only)	12346290 (US) 10953464 (Canada)

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status.

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Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900401	Inspect for DTC P0014 and/or P0024 – No Repair Required	0.3	ZREG	N/A
9900402	Replace Camshaft Position Actuator Solenoid Valve Solenoid Replacement - Bank 1 (Right Side) Exhaust (Includes Inspection) - LaCrosse, Impala (VIN 1) - Impala Limited	 0.6 0.5		
9900403	Replace Camshaft Position Actuator Solenoid Valve Solenoid Replacement - Bank 2 (Left Side) Exhaust (Includes Inspection) - LaCrosse - Impala (VIN 1) - Impala Limited	 1.6 1.7 0.5		
9900404	Replace Camshaft Position Actuator Solenoid Valve Solenoid Replacement - Bank 1 (Right Side) Exhaust and Camshaft Position Actuator Solenoid Valve Solenoid Replacement - Bank 2 (Left Side) Exhaust (Includes Inspection) - LaCrosse - Impala (VIN 1) - Impala Limited	 1.8 1.9 0.6		
9900405	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	 N/A 0.2	ZREG	*
9900406	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 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

1. Verify that P0014 and/or P0024 are set in the engine control module (ECM) and the exhaust camshaft position actuator solenoid valve(s) require replacement. Refer to the appropriate diagnostic information in SI.
   - If the exhaust camshaft position actuator solenoid valve(s) does NOT require replacement, no further action is required. Inform the customer that any additional diagnosis and repairs are not covered under this special coverage.
   - If the exhaust camshaft position actuator solenoid valve(s) require replacement, replace the exhaust camshaft position actuator solenoid valve(s). Refer to *Camshaft Position Actuator Solenoid Valve Solenoid Replacement - Bank 1 (Right Side) Exhaust* or *Camshaft Position Actuator Solenoid Valve Solenoid Replacement - Bank 2 (Left Side) Exhaust* in SI.

Note: Only replace the exhaust camshaft position actuator solenoid valve(s) that corresponds to the DTC(s) that have been set.

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 January 31, 2018. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – 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

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January 2017

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

Dear General Motors Customer:

As the owner of a 2014 model year Buick Lacrosse or Chevrolet Impala, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2014 model year Buick Lacrosse and Chevrolet Impala vehicles, equipped with a 3.6L engine, a P0014/P0024 (Exhaust Camshaft Position Performance – Bank 1 / Bank 2) diagnostic trouble code may set as a result of a sticking exhaust camshaft position actuator solenoid valve.

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 Lacrosse or Chevrolet Impala 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 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 January 31, 2018, 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, just 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	

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.

Terry M. Inch
Executive Director
Global Connected Customer Experience

Enclosure
16115

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4301
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 19, 2016

Subject: 16115 - Special Coverage
Camshaft Position Oil Control Valve Warranty

Models: 2014 Buick LaCrosse
2014 Chevrolet Impala
Equipped with 3.6L Engine (RPO LFX)

To: All Buick and Chevrolet Dealers

General Motors is releasing Special Coverage 16115 today. The total number of U.S. vehicles involved is 71,780. Please see the attached bulletin for details.

Customer Letter Mailing
The customer letter mailing will begin the first week of January, 2017.

Global Warranty Management (GWM)
The Investigate Vehicle History (IVH) screen in the GWM system will be updated December 19, 2016. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS