Special Coverage Adjustment
16139 Intake Air Duct Cracking

Reference Number: A162028210 **Release Date:** March 2017
Revision: 00

Make	Model	Model Year From	Model Year To	RPO	Description
Chevrolet	Sonic	2012	2014	LUW/LWE	1.8L Engine

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 certain 2012-2014 model year Chevrolet Sonic vehicles, equipped with a 1.8L (LUW) or 1.8L (LWE) engine, a P0171 Fuel System Lean or P0101 Mass Air Flow (MAF) Sensor Performance diagnostic trouble code may set as a result of a cracked air cleaner outlet duct.
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 March 15, 2017, 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 March 15, 2017, 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 air cleaner outlet duct as necessary. The repairs will be made at no charge to the customer.

Parts

Quantity	Part Name	Part No.
1	Duct – Air Cleaner Outlet	94537633

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
9900419	Diagnostic Time Only – No Repair Required	0.1-0.3	ZREG	N/A
9900420	Air Cleaner Outlet Duct Replacement Add: Diagnostic Time	0.2 0.1-0.3	ZREG	N/A
9900421	Customer Reimbursement Approved - For USA and Canada dealers only	N/A	ZREG	*
9900422	Customer Reimbursement Denied – For USA dealers only	N/A	ZREG	**

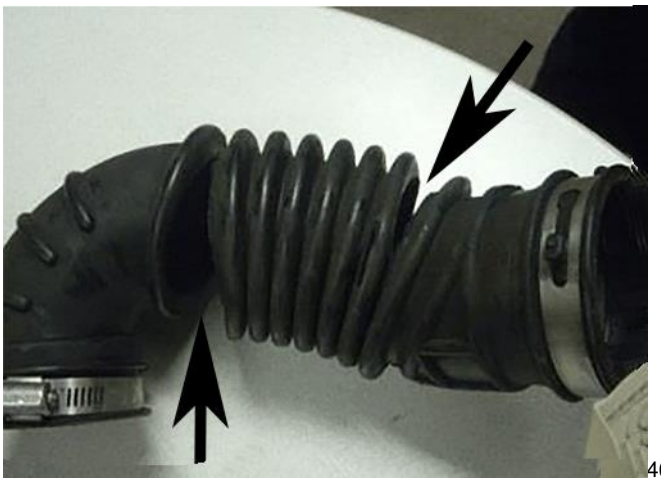
* For USA and Canada: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit $20.00 administrative allowance in Net/Admin Allowance.

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

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Service Procedure

1. Verify the Malfunction Indicator Lamp (MIL) is illuminated. Determine if DTC P0171 or P0101 are present.
   - If DTC P0171 or P0101 is **not present**, no further action is required. Inform the customer that the cause for the MIL lamp is not covered by this bulletin.


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   - If DTC P0171 or P0101 **is** present, inspect the air cleaner outlet duct for cracks or splits. If cracks or splits are present, proceed to step #2.
2. Replace the air cleaner outlet duct. Refer to *Air Cleaner Outlet Duct Replacement* in SI.

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 April 30, 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

Special Coverage Adjustment
16139 Intake Air Duct Cracking

March 2017

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

Dear General Motors Customer:

As the owner of a 2012-2014 model year Chevrolet Sonic, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2012-2014 model year Sonic vehicles, equipped with a 1.8L engine, may have a condition where a P0171 Fuel System Lean or P0101 Mass Air Flow (MAF) Sensor Performance diagnostic trouble code may set as a result of a cracked air cleaner outlet duct.

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 2012-2014 model year Sonic 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 April 30, 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, please contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
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
16139

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4382
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 15, 2017

Subject: 16139 - Special Coverage
Intake Air Duct Cracking

Models: 2012-2014 Chevrolet Sonic
Equipped with 1.8L Engine (RPO LUW or LWE)

To: All Chevrolet Dealers

General Motors is releasing Special Coverage 16139 today. The total number of U.S. vehicles involved is 190,325. Please see the attached bulletin for details.

Customer Letter Mailing
The customer letter mailing will begin on March 30, 2017.

Global Warranty Management (GWM)
The Investigate Vehicle History (IVH) screen in the GWM system will be updated March 16, 2017.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS