

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5117
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 15, 2019

Subject: N182188250 - Special Coverage
Loss of Continuity within Accelerator Pedal Position Sensor Circuit

Models: 2017-2018 Buick LaCrosse
2018 Buick Regal
2016-2018 Chevrolet Malibu

To: All General Motors Dealers

General Motors is releasing Special Coverage N182188250 today. The total number of U.S. vehicles involved is approximately 586,625. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on August 26, 2019.

Global Warranty Management (GWM)

The Applicable Warranties section on the Investigate Vehicle History (IVH) screen will be updated August 16, 2019. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Special Coverage Adjustment

N182188250 Loss of Continuity within Accelerator Pedal Position Sensor Circuit



Release Date: August 2019

Revision: 00

Make	Model	Model Year		RPO	Description
		From	To		
Buick	LaCrosse	2017	2018		
Buick	Regal	2018	2018		
Chevrolet	Malibu	2016	2018		

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 2016-2018 model year Chevrolet Malibu, 2017-2018 model year Buick LaCrosse, and 2018 model year Buick Regal vehicles may have a condition which affects the electrical connection to one of the vehicle's accelerator pedal position sensors. If this electrical connection is interrupted, the accelerator pedal will still function, but the vehicle will enter a reduced engine power mode in which the vehicle's maximum acceleration and torque are reduced. Additionally, the Malfunction Indicator Light (Check Engine Light) will illuminate, the 'Engine Power is Reduced' message will display, and a diagnostic trouble code for Accelerator Pedal Position Sensor Correlation (P2138) will be set when this condition occurs.
Special Coverage Adjustment	This special coverage covers the condition described above for a period of 10 years or 150,000 miles (240,000 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 August 15, 2019, 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 August 15, 2019, 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 accelerator pedal and position sensor assembly as necessary and repair the engine wire harness (Malibu LFV only). The repairs will be made at no charge to the customer.

Parts

Quantity	Part Name	Part No.
1	Accelerator Pedal	84478055
1	Accelerator Pedal	84478060
1	Hose – Heater Inlet	23416963
2	Hose Clamp	90572594
1	Coolant	12346290 (US) 10953464 (Canada) Obtain Local Equivalent-(EXPORT)
As Req.	Woven Polyester Electrical Tape (PET) or equivalent anti-abrasion tape	1089482* Obtain Local Equivalent-(EXPORT)

Note: Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which Accelerator Pedal Assembly to order.

* To obtain the PET tape, contact Kent Automotive at 1-888-937-5368 (USA), 1-800-563-1717 (Canada), or www.kent-automotive.com to request the special-order part number 1089482. Dealers that do not have a Kent Automotive account or representative must advise the Customer Service Representative that part 1089482 is being used for GM Bulletin to obtain special bulletin pricing. **Do not order from GMCCA.**

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.

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Sensor Circuit



Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900604	Diagnostic Time Only – No Repair Required	0.1-1.0	ZREG	N/A
9900605	Accelerator Pedal Position Sensor Replacement Add: Replace Heater Inlet Hose Add: Diagnostic Time Add: Wire Repair Add: Rotate Hose Clamp	0.3 0.9 0.1-1.0 0.1-0.5 0.1	ZREG	*
9900606	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZREG	**
9900607	Customer Reimbursement Denied – For USA dealers only	N/A	ZREG	***

* The amount identified in "Net Item" should represent the actual sum total of the current GMCC&A Dealer net price for woven polyester electrical tape needed to perform the required repairs, not to exceed \$0.66 USD/CAD, plus applicable Mark-Up or Landed Cost (for Export).

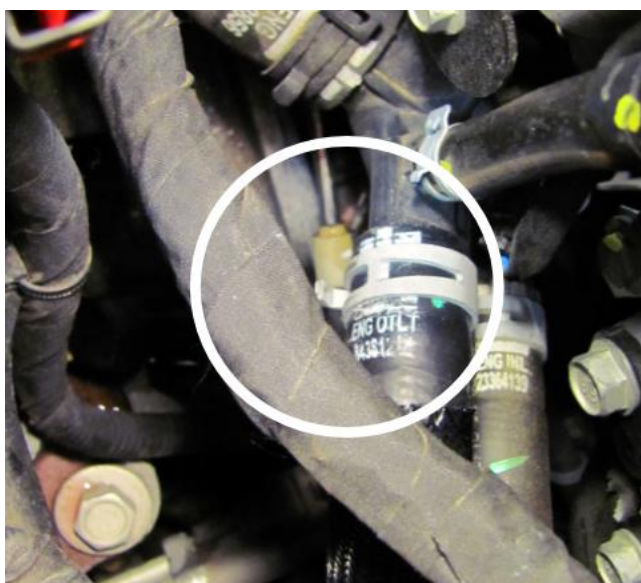
** For USA and Canada: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

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. A vehicle may come in with DTC P2138 current or in history. This may be accompanied by a loss of engine power. Follow the diagnostics located in SI for DTC P2122, P2123, P2127, P2128, or P2138 to determine if the accelerator pedal position sensor requires replacement.
 - If diagnostics lead to the accelerator pedal position sensor replacement, refer to *Accelerator Pedal Position Sensor Replacement* in SI.
 - If diagnostics do NOT lead to the accelerator pedal position sensor replacement, no further repairs are covered under this special coverage. Claim diagnostic time and inform the customer that any further diagnostic or repair time will be under warranty, customer pay, or good will.



2. On Malibu (LFV engine) applications **only**, inspect the engine wire harness adjacent to the heater inlet hose for contact with the heater inlet hose clamp on the engine outlet portion of the hose as shown.

Caution: The heater hose clamp may be glued to the heater hose. If the clamp is glued to the heater hose, **do not** attempt to rotate the heater hose clamp, as heater hose damage may occur and clamp may have residual rubber material on it. Instead, replace the heater hose and both clamps.

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3. If contact is observed between the heater hose clamp and the engine wire harness, attempt to rotate the heater hose clamp tabs away from the engine harness, ensuring the clamp stays within the alignment guide markings.
 - If the heater inlet hose clamp is **not** glued to the heater inlet hose, rotate the heater inlet hose clamp so the tabs are facing away from the engine wire harness. Ensure the clamp stays within the alignment guide markings. There should be at least $\frac{3}{4}$ inch (19mm) of clearance between the heater hose clamp tabs and the engine wire harness.
 - If the heater hose clamp **is** glued to the heater hose, replace the heater inlet hose and both heater hose clamps, being sure to clock the heater inlet hose clamps so the tabs are facing away from any adjacent engine wire harnesses. Ensure the clamp stays within the alignment guide markings. Refer to *Heater Inlet Hose Replacement (LFV)* in SI.
 - If any damage is observed to the engine harness, repair the harness and the affected circuits. Refer to *Wire to Wire Repair* in SI. Rewrap the harness in the affected area with PET tape in addition to clocking the hose clamp away from the harness to ensure another rub-through event is no longer possible.

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

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 15, 2020. 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.



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August 2019

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

Dear General Motors Customer:

As the owner of a 2017-2018 model year Buick LaCrosse, 2018 model year Buick Regal, or 2016-2018 model year Chevrolet Malibu vehicle, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2017-2018 model year Buick LaCrosse, 2018 model year Buick Regal, 2016-2018 model year Chevrolet Malibu vehicles may have a condition that affects the electrical connection to one of the vehicle's accelerator pedal position sensors. If this electrical connection is interrupted, the accelerator pedal will still function, but the vehicle will enter a reduced engine power mode where the vehicle's maximum acceleration and torque are reduced. Additionally, the Malfunction Indicator Light (Check Engine Light) will illuminate, the 'Engine Power is Reduced' message will display, and a diagnostic trouble code for Accelerator Pedal Position Sensor Correlation (P2138) will be set when this condition occurs.

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 2017-2018 model year Buick LaCrosse, 2018 model year Buick Regal, or 2016-2018 model year Chevrolet Malibu vehicle within 10 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.

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 15, 2020, 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	

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
Executive Director
North America Contact Center Operations

Enclosure
N182188250