

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6449
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 16, 2023

Subject: N232395320 - Special Coverage
Camshaft Cover

Models: 2019 Buick Cascada

To: All General Motors Dealers

General Motors is releasing Special Coverage N232395320 today. The total number of U.S. vehicles involved is approximately 2,755. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in March, 2023.

Global Warranty Management (GWM)

The Applicable Warranties section on the Investigate Vehicle History (IVH) screen will be updated February 16, 2023. A Stock VIN list is not included as our records show there are no vehicles in dealer new inventory. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Special Coverage Adjustment

N232395320 Camshaft Cover



Release Date: February 2023

Revision: 00

Attention: 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	Cascada	2019	2019		

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	Some 2019 Buick Cascada vehicles equipped with a 1.6L 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.
Special Coverage Adjustment	This special coverage covers the condition described above for a period of 15 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 February 16, 2023, 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 February 16, 2023, 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	25203562
1	Dielectric Grease	19260901 (US) MOLYKOTE 4 Electrical Insulating Compound (CA)
1	Fuel Injector Feed Pipe	55569508
1	Seal Kit	55484444
1	Loctite	19333511 (US) 10953489 (CA)
1	Sealant	19369831 (US) 19369832 (CA)

Note: Parts 19333511 & 19369831, are sold in a package quantity of 6 and may already be available in your dealer inventory.

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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.

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. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900851	Diagnostic Time Only – No Repair Required	0.1-1.0	ZREG	N/A
9900852	Replace Camshaft Cover Add: Diagnostic Time	2.6 0.1-1.0	ZREG	N/A
9900853	Customer Reimbursement Approved - For USA and Canada dealers only	N/A	ZREG	*
9900854	Customer Reimbursement Denied – For USA dealers only	N/A	ZREG	**

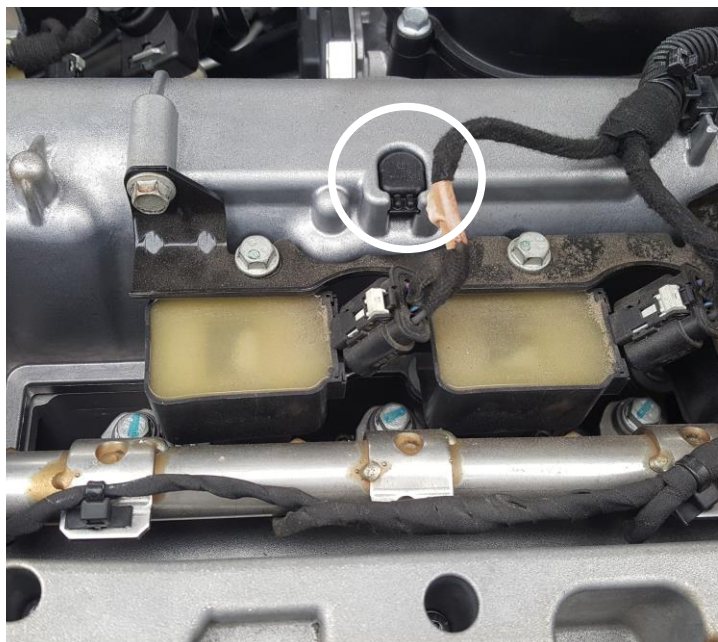
* For USA and Canada: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit \$20.00 USD (\$25.00 CAD) administrative allowance in Net/Admin Allowance.

** 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. The vehicle may also exhibit rough engine operation or stalling at idle. 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.
 - 2.1 Remove the engine cover. Refer to *Engine Cover Replacement* in SI.
 - 2.2 Check to make sure the engine oil dipstick is fully seated and the oil fill cap is fully tightened.



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- 2.3 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.

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2.4 Reinsert the dipstick.

2.5 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 March 31, 2024. 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**

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March 2023

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

Dear General Motors Customer:

As the owner of a 2019 model year Buick Cascada, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2019 model year Buick Cascada vehicles, 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 2019 model year Buick Cascada within 15 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. For customer's vehicles already outside of the above years and/or miles, we are still offering reimbursement if the issue occurred within the years and miles stated above. Please follow the reimbursement steps below.

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 March 31, 2024, 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.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

Division	Number	Text Telephones (TTY)
Buick	1-800-521-7300	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

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.

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Neelie O'Connor
Global Executive Director
Customer Experience Operations

Enclosure
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