

N212338400 — Evaporative Emissions Purge Valve Replacement

2019 Buick Cascada

2018–2019 Buick Encore

2018–2019 Cadillac XTS

2018–2020 Chevrolet Impala

2018–2019 Chevrolet Sonic

2018–2019 Chevrolet TRAX

Release Date: November 2021 **Revision:** 00

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

		Model Year		
Make	Model	From	To	RPO Description
Buick	Cascada	2019	2019	
Buick	Encore	2018	2019	
Cadillac	XTS	2018	2019	
Chevrolet	Impala	2018	2020	
Chevrolet	Sonic	2018	2019	
Chevrolet	TRAX	2018	2019	

Involved vehicles are marked “open” on the Investigate Vehicle History screen 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 2018-2020 model year various make and model vehicles shown above may have a condition that could cause the evaporative emissions purge valve to not fully close. If this condition occurs, the engine could run rough, hesitate or stall at idle. Additionally, the Malfunction Indicator Light (Check Engine Light) would illuminate and a diagnostic trouble code would be 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) for 2018 model year Buick Encore, Chevrolet Sonic and TRAX; and 15 years or 150,000 miles (240,000 km) for all other model years in the population, 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 November 15, 2021, 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 November 15, 2021, 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.

Correction Dealers are to replace the evaporative emissions purge valve as necessary. The repairs will be made at no charge to the customer.

Parts Information

1 Evaporative Emissions Canister Purge Solenoid Valve 55573017

1 Evaporative Emissions Canister Purge Solenoid Valve 12690512

1 Evaporative Emissions Canister Purge Solenoid Valve 55509571

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which Evaporative Emissions Canister Purge Solenoid Valve to order.

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Order parts on a CSO = Customer Special Order only. DRO's may be cancelled. **All orders may be reviewed prior to being filled.** Parts may have quantity limiters in effect.

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

9900782 Diagnostic Time Only – No Repair Required 0.1-0.5 ZREG N/A

9900783 Evaporative Emissions Canister Purge Solenoid Valve Replacement 0.2 ZREG N/A

Sonic/TRAX/Encore/Cascada 0.3

Impala/XTS 0.1-0.5

Add: Diagnosis Time

9900784 Customer Reimbursement Approved N/A ZREG

- For USA and Canada dealers only

9900785 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.

Service Procedure

1. A vehicle may come in with DTCs including any of the following: P0496, P0442, P0455, P0171, or P0174. Following the diagnostics for the indicated DTC(s) in SI may lead to purge solenoid valve replacement.

- If the diagnostics do **not** lead to purge solenoid valve replacement, no further action is required. Claim diagnosis time and inform the customer that any further diagnosis or part replacement will have to be covered under customer pay.
- If the diagnostics do lead to purge solenoid valve replacement, proceed to step 2.

2. Replace the purge solenoid valve. Refer to 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

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of 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 December 31, 2022. See General Motors Service Policies and Procedures Manual, Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

November 2021

This notice applies to your vehicle, VIN: _____

Dear General Motors Customer:

As the owner of a 2019 model year Buick Cascada, 2018-2019 model year Buick Encore, Cadillac XTS, Chevrolet Sonic or TRAX, or 2018-2020 model year Chevrolet Impala, 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, 2018-2019 model year Buick Encore, Cadillac XTS, Chevrolet Sonic and TRAX, and 2018-2020 model year Chevrolet Impala vehicles, may have a condition that could cause the evaporative emissions purge valve to not fully close. If this condition occurs, the engine could run rough, hesitate or stall at idle. Additionally, the Malfunction Indicator Light (Check Engine Light) would illuminate and a diagnostic trouble code would be set.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2018 model year Buick Encore, Chevrolet Sonic and 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**. If this condition occurs on your 2019 model year Buick Cascada or Encore, Chevrolet Sonic or TRAX, 2018-2019 model year Cadillac XTS, or 2019-2020 Chevrolet Impala, 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.

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 December 31, 2022, 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	1-866-608-8080	1-800-832-8425
Cadillac	1-800-333-4223	1-800-833-2622
Chevrolet	1-800-630-2438	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

Global Executive Director

Customer Experience Operations

Enclosure

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