

Document ID: 4278184

#14728B: Special Coverage Adjustment - Cracked Fuel Tank Inlet Control Valve - (Sep 17, 2015)

Subject: 14728B – Special Coverage Adjustment – Cracked Fuel Tank Inlet Control Valve

Models: 2006-2008 Chevrolet Cobalt

2006 Pontiac Pursuit, G4

2007-2008 Pontiac G5

2006-2007 Saturn ION

This Special Coverage Does NOT Apply to Vehicles with RPO NU6



The Warranty Transaction Section in this bulletin has been revised. Please discard all copies of bulletin 14728A.

Condition

Certain 2006 Chevrolet Cobalt, Pontiac Pursuit, Pontiac G4, and Saturn ION vehicles and certain 2007 Chevrolet Cobalt, Pontiac G5, and Saturn ION vehicles and certain 2008 Chevrolet Cobalt and Pontiac G5 vehicles may have a cracked fuel tank inlet control valve. Vehicles that have had a fuel-tank removal procedure are especially at risk for this condition, as the tank-removal process can damage the inlet control valve. This condition may cause fuel or fuel vapor to leak from the fuel tank. A vehicle with this condition may display an illuminated Service Engine Soon (SES) light, leak fuel onto the ground under the rear of the vehicle between the rear tires during or after fueling, or emit a strong fuel odor from the rear of the vehicle.

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.

Dealers are to replace the fuel tank and compatible fill pipe to correct the condition. The repairs will be made at no charge to the customer.

For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after July 24, 2015, 2015, 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 July 24, 2015, must be submitted to the Service Contract provider.

Vehicles Involved

All involved vehicles are identified by Vehicle Identification Number on the Applicable Warranties section in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

© 2016 General Motors. All rights reserved.

Parts Information

Parts required to complete this special coverage are to be obtained from General Motors Customer Care and Aftersales (GMCCA).

Part Number	Description	Quantity/Vehicle
20870462	TANK, FUEL (For Vehicles Without RPO NU6 or LNF) (USE WITH 15776431, 15776433)	1 (If Required)
25947828	TANK, FUEL (For Vehicles With RPO LNF) (USE WITH 10325852, 22682111)	1 (If Required)
20757861	PIPE, F/TNK FIL (W/FIL HOSE)(CHEVROLET, PONTIAC)	1 (If Required)
20757866	<u>HOSE ASM-F/TNK FIL</u> * (*SATURN ION ONLY, TRIM HOSE TO FIT)	1 (If Required)
22682111	SEAL,F/PMP (O-RING)*	1 (If Required)
15776433	SEAL-F/PMP FUEL RSVR (O RING) *	1 (If Required)
15776431	CAM,FUEL SDR *	1 (If Required)
10325852	CAM,FUEL SDR *	1 (If Required)

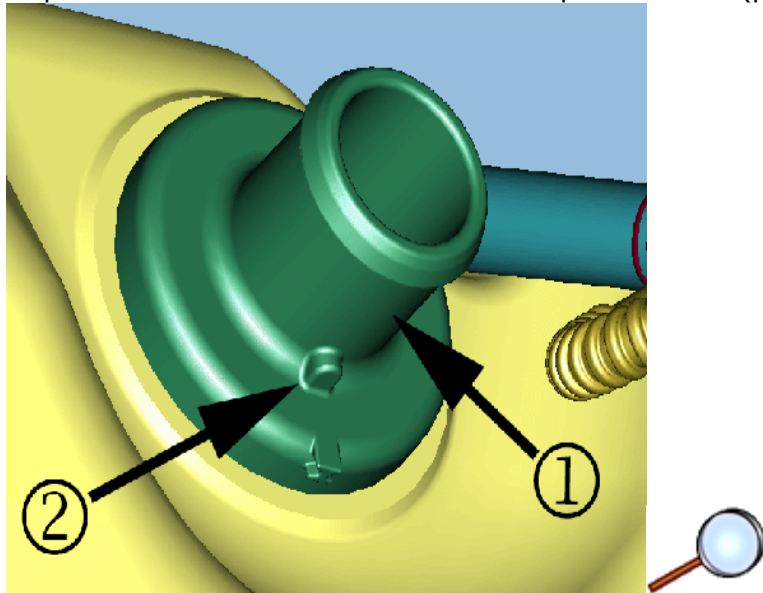
* If tank has been previously replaced to the latest part revision.

Service Procedure

FUEL TANK INSPECTION AND/OR REPLACEMENT PROCEDURE

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

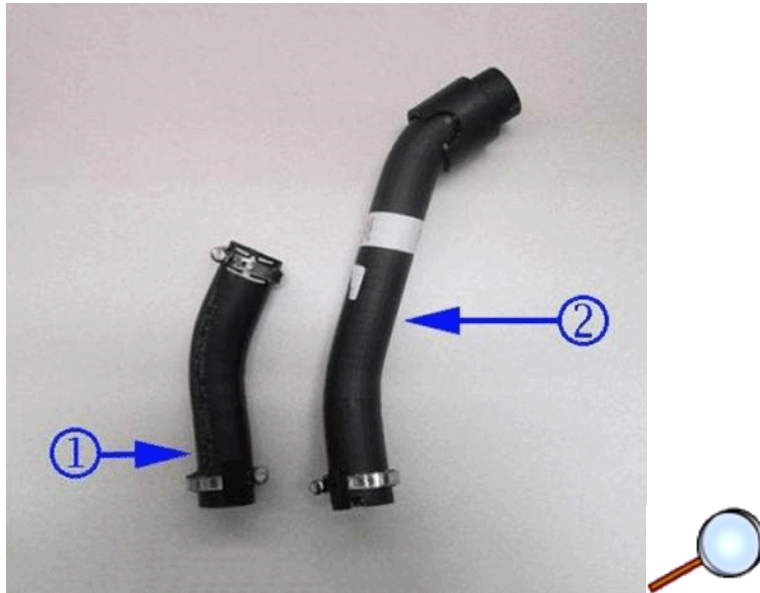
2. Inspect the fuel tank for the most recent part revision (p/n 20870462 or 25947828).



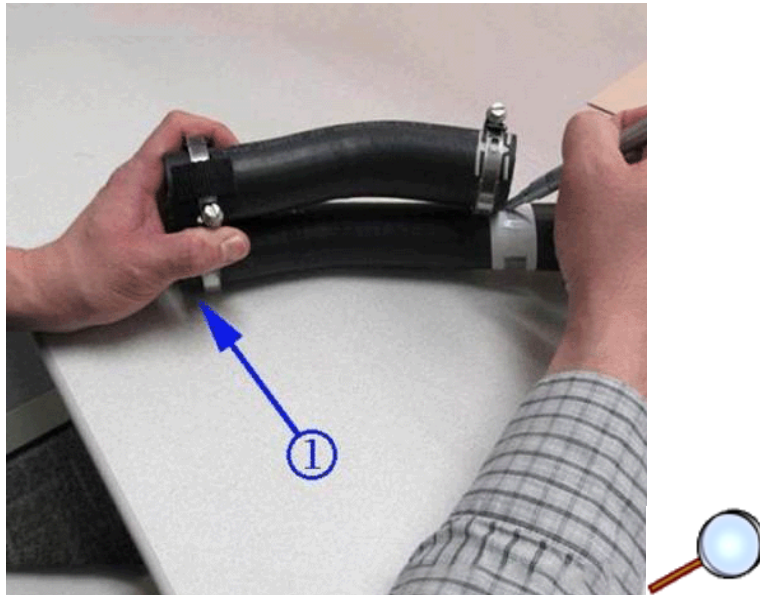
Identifying the 20870462 or 25947828 fuel tank.

The fuel tank hose connection (1) will have an index feature (2) at the bottom 6 o'clock position where the hose joins the tank. Older style tanks have this feature on top at the 12 o'clock position. The fuel tank may also have an identifying tag displaying the part number.

- If the part number *is* 20870462 or 25947828, and has the bottom index, stop, this bulletin does not apply.
 - If the part number *is not* 20870462 or 25947828, and has the top index, proceed to Steps 3 and 4.
3. Replace the fuel tank with p/n 20870462 or 25947828 as applicable. Refer to *Fuel Tank Replacement in SI*.
4. Replace the filler pipe.
- **Cobalt, G4, G5, Pursuit ONLY:** Use p/n 20757861 fill pipe assembly. Refer to *Filler Tube Replacement in SI*.
 - **ION ONLY: Trim new hose p/n 20757866 to match existing fuel fill hose.**
1. Remove **fuel fill hose** from vehicle mounted fill pipe.



2. Match the new hose (2) to the original (1), aligning side by side.



3. Using a paint pen or equivalent, mark the new hose to the original, starting with the notched fuel tank ends of the hoses so that both hoses are the same length.

Note: When cutting the hose, be sure the cut is as straight as possible. Use a hose clamp or tape as a guide. Failure to cut the hose straight could result in leaks.

4. Cut the hose **from the fill end** opposite of the side with the notch (1) to match the length.
5. Transfer the clamp on the newly cut hose.
6. Install the new trimmed hose to vehicle mounted fill pipe, and to the tank.

Customer Reimbursement – For US

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer by August 31, 2016, unless otherwise specified by state law. If this is not convenient for the customer, the customer may mail the completed Customer Reimbursement Request Form and all required documents to the GM Customer Assistance Center. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 150,000 miles, whichever occurs first.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

When a customer requests reimbursement, they must provide the following:

- A completed Customer Reimbursement Request Form. This form is mailed to the customer or can be obtained through GM GlobalConnect.
- The name and address of the person who paid for the repair.
- Paid receipt confirming the amount of the repair expense, a description of the repair, and the person or entity performing the repair.

Important: GM requires dealers to approve or deny a reimbursement request within 30 days of receipt. If a reimbursement request is approved, the dealer should immediately issue a check to the customer and submit an appropriate warranty transaction for the incurred expense. If a reimbursement request is denied, the dealer **MUST** provide the customer with a clear and concise explanation, in writing, as to why the request was denied. The bottom portion of the Customer Reimbursement Request Form may be used for this purpose. If the denial was due to missing documents, the customer can resubmit the request when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Warranty transactions for customer reimbursement of previously paid repairs are to be submitted as required by GM Global Warranty Management. Additional information can also be found in Warranty Administration Bulletin 11-00-89-004.

Customer Reimbursement – For Canada and Export

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 31, 2016. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 240,000 kilometers, whichever occurs first.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.

— Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

Warranty Transaction Information

Submit a transaction using the table below. All transactions should be submitted as a ZREG transaction type, unless noted otherwise.

Labor Code	Description	Labor Time	Net Item
9900199	Fuel Tank Inspection-No Further Action Required	0.1-0.3	N/A
9900200	Fuel Tank and Filler Tube Replacement, includes Fuel Tank Drain and Fill		N/A
	(Without RPO NU6 or LNF)	1.7	
	(With RPO LNF)	2.2	
	ADD: Trim and Install Fuel Hose — Saturn Only	0.2	
9900201	Customer Reimbursement Approved	0.2	*
9900202	Customer Reimbursement Denied - For US dealers only	0.1	N/A

Note: To avoid having to "H" route the customer reimbursement transaction for approval, it must be submitted prior to the repair transaction.

* The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.

Customer Notification

General Motors will notify customers of this special coverage on their vehicles (see copy of typical customer letter included with this bulletin - actual divisional letter may vary slightly).

August 2015

Dear General Motors Customer:

This notice applies to your vehicle, VIN: _____

As the owner of a 2006 model year (MY) Pontiac Pursuit or G4; 2006-2007 MY Saturn ION; 2006-2008 Chevrolet Cobalt; or 2007-2008 MY Pontiac G5, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2006 model year (MY) Pontiac Pursuit and G4; 2006-2007 MY Saturn ION; 2006-2008 Chevrolet Cobalt; and 2007-2008 MY Pontiac G5 vehicles may have a cracked fuel tank inlet control valve. Vehicles that have had a fuel-tank removal procedure are especially at risk for this condition, as the tank-removal process can damage the inlet control valve. This condition may cause fuel or fuel vapor to leak from the fuel tank. A vehicle with this condition may display an illuminated Service Engine Soon (SES) light, leak fuel onto the ground under the rear of the vehicle between the rear tires during or after fueling, or emit a strong fuel odor from the rear of the vehicle.

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 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 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 31, 2016, unless state law specifies a longer reimbursement period.

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)
Chevrolet	1-800-222-1020	1-800-833-2438
Pontiac	1-800-762-2737	1-800-833-7668
Saturn	1-800-553-6000	1-800-833-6000
Guam	65-6267-1752	
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.

Alicia S. Boler-Davis

Sr. Vice President

Global Connected Customer Experience

Enclosure

14728

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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT
VOLUNTARY
TECHNICIAN
CERTIFICATION