Bulletin No.: 13313
Date: May 2014

Service Bulletin

SPECIAL COVERAGE

SUBJECT: Special Coverage Adjustment – Supercharger Warranty Extension

MODELS: 2009-2013 Cadillac CTS
2012-2013 Chevrolet Camaro
Equipped with 6.2L V8 Engine (LSA)

CONDITION

Some 2009-2013 model year Cadillac CTS and 2012-2013 model year Chevrolet Camaro vehicles, equipped with a 6.2L V8 engine (LSA), may have a condition where the engine's supercharger may not function as designed. If this were to happen, the supercharger may develop a noticeable rattle noise at idle. The noise will typically go away when the engine RPM is raised slightly above idle. However, if left uncorrected, the problem, over time, may lead to contamination of the lubricating grease and cause the bearing to squeal. If left unaddressed, the bearing may overheat and can cause engine seizure or a no-start condition.

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.

Dealers are to replace the supercharger. This repair 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 May 23, 2014, 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 May 23, 2014, 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.

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PART INFORMATION

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

Note: To improve reliability of the supercharger one of the changes made was to go to a solid coupler between the geartrain and the drive pulley. A tradeoff to this improvement is that manual transmission vehicles may experience a flutter or rattle at low RPM (800-900) and high load (second or third gear). This flutter only lasts a moment and is a normal characteristic of this design.

Part Number	Description	Quantity/Vehicle
12613457	GASKET-CHRG AIR CLR HSG	1
12612467	INSULATOR-CHRG AIR CLR LWR	1
19180613	GASKET KIT,INT MANIF	1
12576549	SEAL,THROT BODY	1
19303635	SUPERCHARGER (W/VACUUM CAP)	1
12346290 - US 10953464 - CA	ENGINE COOLANT	1

SERVICE PROCEDURE

1. Remove the supercharger from the vehicle. Refer to *Supercharger and Gasket Replacement* in SI.
2. Install the new supercharger. Refer to *Supercharger and Gasket Replacement* in SI.

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 June 30, 2015, unless otherwise specified by state law. If this is not convenient for the customer, they 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 120,000 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 June 30, 2015. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 193,000 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.

COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

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
9900026	Diagnostic Time Only – No Repair Required	0.1-0.3	N/A
9900027	Replace Supercharger (Includes Coolant Fill) - CTS - Camaro	 3.0 5.4	N/A
9900028*	Customer Reimbursement Approved	0.2	**
9900029*	Customer Reimbursement Denied - For US dealers only	0.1	N/A

* To avoid having to "H" route this 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).

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/retailer for information on whether your vehicle may benefit from the information.

We Support Voluntary Technician Certification

May 2014

Dear General Motors Customer:

As the owner of a 2009-2013 model year Cadillac CTS or a 2012-2013 model year Chevrolet Camaro vehicle, equipped with a 6.2L V8 engine, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2009-2013 model year Cadillac CTS and 2012-2013 model year Chevrolet Camaro vehicles, equipped with a 6.2L V8 engine, may have a condition where the engine's supercharger may not function as designed. If this were to happen, the supercharger may develop a noticeable rattle noise at idle. The noise will typically go away when the engine RPM is raised slightly above idle. However, if left uncorrected, the problem, over time, may lead to contamination of the lubricating grease and cause the bearing to squeal. If left unaddressed, the bearing may overheat and can cause engine seizure or a no-start condition.

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 2009-2013 model year Cadillac CTS or 2012-2013 model year Chevrolet Camaro vehicle, equipped with a 6.2L V8 engine, 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 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 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 June 30, 2015, 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)
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
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.

Jim Moloney
General Director,
Customer and Relationship Services

Enclosure
GM Program Number: 13313