

# N182186881 — Evaporator Core Icing, Leak

2016–2018 Chevrolet Impala

**Release Date:** May 2019  
**Revision:** 01

**Revision Description:** This bulletin has been revised due to an update to labor time. Please discard all previous copies of bulletin N182186881.

## Model Year

Make	Model	From	To	RPO	Description
Chevrolet	Impala	2016	2018	LFX	3.6L V-6 Engine

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:** On some 2016-2018 model year Chevrolet Impala vehicles, the evaporator core may become damaged as a result of repeated freeze/thaw cycles without proper drainage of the condensate from the core. A damaged evaporator core may leak refrigerant and result in a loss of air conditioning function.

**Special Coverage Adjustment:** This special coverage covers the condition described above for a period of 6 years or 72,000 miles (116,000 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 December 04, 2018, 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 December 4, 2018, 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 confirm the air conditioning system evaporator core is the source of the refrigerant leak, and replace the core if its sealing is compromised. The repairs will be made at no charge to the customer.

## Parts Information

1 EVAPORATOR KIT 84409864  
1 EVAPORATOR KIT 84409866

**It is estimated that only 10% involved vehicles will require parts replaced. Due to the small number of vehicles anticipated that will need this fix and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

**Reminder:** Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status.

## Warranty Information

9900568 Diagnostic Time Only – No Repair Required	0.1-0.3	ZREG N/A
9900569 Air Conditioning Evaporator Core Replacement		ZREG N/A
With R-1234yf A/C System	7.0	
With R-134A A/C System	6.1	
Add: Diagnostic Time	0.1–0.3	
9900570 Customer Reimbursement Approved		ZREG *
- For USA and Canada dealers only	N/A	
- For Export dealers only	0.2	**
9900571 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.

\*\* 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. Perform A/C system leak test on the evaporator core. Refer to in SI.
  - o If the evaporator core is leaking, refer to step 2.
  - o If the evaporator core is not leaking, this special coverage does not apply. Refer to SI for HVAC diagnosis.
2. Replace the air conditioning evaporator. 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, 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 May 31, 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.

December 2018

This notice applies to your vehicle, VIN: \_\_\_\_\_

Dear General Motors Customer:

As the owner of a [year] model year [model], {do not use equipped with} your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2016-2018 model year Chevrolet Impala vehicles, equipped with a 3.6L V-6 engine may have a condition where the air conditioning evaporator core may become damaged as a result of repeated freeze/thaw cycles without proper drainage of the condensate from the core. A damaged evaporator core may leak refrigerant and result in a loss of air conditioning function.

**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 2016-2018 model year Chevrolet Impala within 6 years of the date your vehicle was originally placed in service or 72,000 miles (116,000 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, 2019, 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”).

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

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

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