

05551 - SPECIAL POLICY ADJUSTMENT - CATALYTIC CONVERTER**SERVICE CAMPAIGN BULLETIN**

Reference Number(s): 05551, Date of Issue: September 14, 2005

Affected Model(s): 2001-02 CHEVROLET IMPALA, MONTE CARLO; 2001-02 PONTIAC GRAND PRIX; 2001-02 BUICK REGAL; EQUIPPED WITH 3.4L (RPO LA1 - VIN E) OR 3.8L (RPO L36 - VIN K) V6 ENGINE

Related Ref Number(s): 05551

ARTICLE BEGINNING**CONDITION**

Some customers of 2001-02 Chevrolet Impala, Monte Carlo; Pontiac Grand Prix; and Buick Regal model vehicles, equipped with a 3.4L (RPO LA1 - VIN E) or 3.8L (RPO L36 - VIN K) V6 engine, may experience a condition where the vehicle exhaust catalytic converter is replaced due to complaints of lack of power or illumination of the Malfunction Indicator Lamp (MIL). This may be due to the front end cone insulation from the catalytic converter breaking away and blocking the front of the first catalyst brick and preventing the free flow of exhaust gas through the converter.

SPECIAL POLICY ADJUSTMENT

This special policy covers the condition described above for a period of 10 years or 120,000 miles (190,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership. 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 September 15, 2005 are covered by this special policy and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to September 15, 2005 must be submitted to the Service Contract provider.

VEHICLES INVOLVED

Involved are **all** 2001-02 Chevrolet Impala, Monte Carlo; Pontiac Grand Prix; Buick Regal model vehicles, equipped with a 3.4L (RPO LA1 - VIN E) or 3.8L (RPO L36 - VIN K) V6 engine and built within the following VIN breakpoints:

Vehicles Involved

Year	Division	Model	From	Through
2201	Chevrolet	Impala	19100001	19378250
2001	Chevrolet	Monte Carlo	19100001	19378233
2001	Pontiac	Grand Prix	1F100004	1F275188
2001	Buick	Regal	11100004	11338085
2002	Chevrolet	Impala	29100001	29374833
2002	Chevrolet	Monte Carlo	29100016	29374832
2002	Pontiac	Grand Prix	2F100019	2F276927
2002	Buick	Regal	21100001	21288762

PARTS INFORMATION

Parts required to complete this special policy are to be obtained from General Motors Service Parts Operations (GMSPO).

Parts Information

Part Number	Description	Qty/ Vehicle
10343187	Converter, Catalytic (L36 engine)	1
10343185	Converter, Catalytic (LA1 engine)	1
10328740	Gasket, Catalytic Converter (Converter to I-Pipe, both)	1
15286606	Gasket, Exh Manif Pipe (L36)	1
24505057	Gasket, Exh Manif Pip (LA1)	1

CUSTOMER NOTIFICATION

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

SERVICE PROCEDURE

CATALYTIC CONVERTER INSPECTION

Begin the inspection by reviewing the condition described by the customer. Refer to "Description and Operation," SI document 657895, to help you determine the correct symptom diagnostic procedure when a malfunction exists. It will also help you determine if the condition described by the customer is normal operation. Refer to "Symptoms - Engine Exhaust," SI document number 657893, in order to identify the correct procedure for diagnosing the system. If a new catalytic converter is required, refer to the service procedure in this bulletin. If a catalytic converter is not required, submit a claim for inspecting the catalytic converter only. Refer to the Claim Information section of this bulletin.

Catalytic Converter Replacement for W-Series Vehicles Equipped With 3.4L (LA1) and 3.8L (L36) Engines

TOOLS REQUIRED

J 39194 Oxygen Sensor Wrench

IMPORTANT: The 3-way catalytic converter is serviced by replacing the entire assembly. Always replace the gaskets at the front and rear flanges when servicing the 3-way catalytic converter assembly. Never reinstall the original gasket.

1. Raise and support the vehicle. Refer to "Lifting and Jacking the Vehicle" in the appropriate model year and vehicle model line service manual or SI document.
2. Disconnect the heated oxygen sensor wiring harness connector.
 - A. Remove the heated oxygen sensor electrical connector retaining tab from the electrical harness connector.

- B. Disconnect the heated oxygen sensor connector from the electrical harness connector.
- 3. Remove the exhaust manifold pipe nuts and studs.
- 4. Remove the catalytic converter bolts.

Fig. 1: Catalytic Converter Hangers
 Courtesy of GENERAL MOTORS CORP.

- 5. Remove the catalytic converter hangers.
- 6. Remove the 3-way catalytic converter.

NOTE: The Heated Oxygen Sensor (HO2S) and the Oxygen Sensor use a permanently attached pigtail and connector. Do not remove this pigtail from the Heated Oxygen Sensor. Damage or the removal of the pigtail or the connector could affect the proper operation of the sensor. Take care when handling the HO2S and the O2S. Keep the in-line electrical connector and the louvered end free of grease, dirt, or other contaminants. Also avoid using cleaning solvents of any type. Do not drop the HO2S or the O2S. Do not roughly handle the HO2S or the O2S.

- 7. Remove the heated oxygen sensor from the catalytic converter assembly using J39194 tool.
- 8. Install the heated oxygen sensor to the new catalytic converter assembly using J39194 tool.

Tighten: Use the J 39194 tool to tighten the oxygen sensor to 41 N.m (30 lb ft).

- 9. Remove the catalytic converter gasket from the catalytic converter mating surfaces.

Fig. 2: Exhaust Manifold Pipe Gasket
 Courtesy of GENERAL MOTORS CORP.

- 10. Install a new exhaust manifold pipe gasket.
 - If the vehicle is equipped with a 3.4L (LA1) engine, install the metal ring gasket (P/N 24505057) into the catalytic converter assembly flange.
 - If vehicle is equipped with a 3.8L (L36) engine, remove the exhaust manifold pipe gasket at the exhaust manifold pipe flange.

Fig. 3: Exhaust Manifold Pipe Studs
 Courtesy of GENERAL MOTORS CORP.

- 11. Install the exhaust manifold pipe studs.
 - If the vehicle is equipped with a 3.8L (L36) engine, install a new exhaust manifold pipe gasket (P/N 15286606) to the exhaust manifold pipe studs.
 - If the vehicle is equipped with a 3.4L (LA1) engine, proceed to step 12.
- 12. Install the 3-way catalytic converter (P/N 10343185) for 3.4L (LA1) and (P/N 10343187) for 3.8L (L36).
- 13. Install the exhaust manifold pipe stud nuts.

Tighten: Tighten the exhaust manifold pipe stud nuts to 35 N.m (26 lb-ft) for the 3.8L (L36) engine and 56 N.m (41 lb-ft) for the 3.4L (LA1) engine.

NOTE: To prevent internal damage to the flexible coupling of the catalytic converter assembly, the converter must be supported. The vertical movement at the rear of the catalytic converter assembly must not exceed 6 degrees up or down.

Fig. 4: Catalytic Converter Gasket

Courtesy of GENERAL MOTORS CORP.

14. Install a new catalytic converter gasket, P/N 10328740.
15. Install the catalytic converter bolts.

Tighten: Tighten catalytic converter bolts to 60 N.m (44 lb ft).

16. Connect the heated oxygen sensor to the electrical connector and install the retaining tab to the electrical tab.
17. Install the catalytic converter hangers.
18. Lower the vehicle.
19. Inspect the exhaust system for leaks.

CLAIM INFORMATION

For vehicles repaired under the terms of this special policy, submit a claim with the information indicated below:

Claim Information

Repair Performed	Part Count	Part No.	Parts Allow	CC-FC	Labor Op	Labor Hours	Net Item
Inspect Catalytic converter only	N/A	N/A	N/A	MK-95	T5629	0.3	N/A
Inspect and Replace Catalytic Converter.	-	-	*	MK-95	T5630	0.8	N/A
Customer Reimbursement (Canadian & Export Dealers / US CAC)	N/A	N/A	N/A	MK-95	T5631	0.2	**
<p>* The "Parts Allowance" should be the sum total of the current GMSPO Dealer net price plus applicable Mark-Up or Landed Cost Mark-Up (for Export) for catalytic converter parts needed to complete the repair.</p> <p>** The amount identified in the "Net Item" column should represent the customer reimbursement amount.</p>							

CUSTOMER REIMBURSEMENT - FOR US

All customer requests for reimbursement for previous repairs for the special policy condition will be handled by the Customer Assistance Center, not by dealers.

A General Motors Special Policy Customer Reimbursement Procedure Form is included with the customer letter.

IMPORTANT: Refer to the **GM Service Policies and Procedures Manual, section 6.1.12, for specific procedures regarding customer reimbursement and the form.**

CUSTOMER REIMBURSEMENT - FOR CANADA AND EXPORT

Customer requests for reimbursement of previously paid repairs to correct the catalytic converter are to be submitted prior to or by September 30, 2006. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 120,000 miles (190,000 km), 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.

If the work was done by someone other than a GM dealership, the amount of reimbursement will be limited to the amount that the repair would have cost GM to have it completed by a GM dealership.

GENERAL MOTORS PRODUCT PROGRAM CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this special policy condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized General Motors dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- Approved, you will receive a check from General Motors.
- Denied, you will receive a letter from General Motors with the reason(s) for the denial, or
- Incomplete, you will receive a letter from General Motors identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have questions about this reimbursement procedure, please call the toll-free telephone number provided at the bottom of the form. If you need assistance with any other concern, please contact the Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at the number listed on your customer letter.

GENERAL MOTORS PRODUCT PROGRAM CUSTOMER REIMBURSEMENT CLAIM FORM

GENERAL MOTORS PRODUCT PROGRAM CUSTOMER REIMBURSEMENT CLAIM FORM

THIS SECTION TO BE COMPLETED BY CLAIMANT

Date Claim Submitted:

Vehicle Identification Number (VIN):

Mileage at Time of Repair:

Date of Repair:

Claimant Name (please print):

Street Address or PO Box Number:

City, State, ZIP Code:

Daytime Telephone Number (include Area Code):

Evening Telephone Number (include Area Code):

Amount of Reimbursement Requested: \$

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM
Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.

(copy of front and back of cancelled check, or copy or credit card receipt.)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this special policy.

Claimant's Signature:

Please mail this claim form and the required documents to:

General Motors Corporation

P.O. Box 33170

Detroit, MI 48232-5170

All recall reimbursement questions should be directed to the following number: 1-800-204-0261.

OWNER LETTER

September 2005

Dear General Motors Customer:

As the owner of a 2001-02 Chevrolet Impala, Monte Carlo; Pontiac Grand Prix; or Buick Regal model vehicle, equipped with a 3.4L or 3.8L V6 engine, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2001-02 Chevrolet Impala, Monte Carlo; Pontiac Grand Prix; and Buick Regal model vehicles, equipped with a 3.4L or 3.8L V6 engine, may have a condition where the catalytic converter is replaced due to complaints of lack of power or illumination of the Malfunction Indicator Lamp (MIL). This may be due to the front endcone insulation from the catalytic converter breaking away and blocking the front of the first catalyst brick and preventing the free flow of exhaust gas through the converter.

This is not a recall. 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 Catalytic Converter. If this condition occurs on your 2001-02 Chevrolet Impala, Monte Carlo; Pontiac Grand Prix; or Buick Regal model vehicle, equipped with a 3.4L or 3.8L V6 engine, within 10 years of the date your vehicle was originally placed in service or 120,000 miles (190,000 km), whichever occurs first, the condition will be repaired for you at **no charge**.

WHAT YOU SHOULD DO

Repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to call the service department at your 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

The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special policy condition.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below. The Customer Assistance Center's hours of operation are from 8:00 AM to 11:00 PM, EST, Monday through Friday.

Reimbursement

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Division	Number	Text Telephones (TTY)
Buick	1-866-608-8080	1-800-832-8425
Chevrolet	1-800-630-2438	1-800-833-2438
Pontiac	1-800-620-7668	1-800-833-7668
Guam	1-671-648-8650	
Puerto Rico - English	1-800-496-9992	
Puerto Rico - Espanol	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.