WARRANTY OPERATIONS NEWSLETTER VOLUME 6, ISSUE 2
Published February 27, 2020

Evaporative Purge Line Damage From An Outside Influence

If a vehicle is found to have leakage (i.e. small EVAP leakage, liquid, or air flow) due to a part being damaged from apparent chewing on the line, the Customer must be told that this is not a warrantable concern. Damages caused in this manner are not considered a Defect in Material or Workmanship and as such, may not be filed as a warranty claim. Examples of Warranty returned vapor hoses with non-warrantable damage are shown below. The vehicles had an engine light on, and DTC P0456 (small EVAP leakage) or P0455 (large EVAP leakage).





Damage such as above could be considered for Consumer Goodwill by adding the 85-85-CG-09 LOP as a related LOP to the condition. For further guidelines on the use of that Labor Operation, please see Warranty Bulletin D-17-18 Rev. A released on May 2, 2018. Any warranty claims submitted, without the use of the Consumer Goodwill Labor Operation number, with this type of damage will be charged back.