

PRTS 2098567 - Issue Summary

Issue Number: [2098567](#)

Subject: #7 Piston , Engine - Banging Noise From Engine Then Locked Up

Issue Type: (Aftersales) Field Performance Report

Issue Age: 2 Days

Issue Status: Closed

Program: Silverado T1 Crew Cab

Project: US - United States

Current Step Status: Complete

Product Line: CKtruck - Global Full Size Truck Pickup / Utility

Project Number: T1C/E/RXF NA - Current Product

Current Step Target:

Responsible:

Designee:

Severity: *S - Potential Safety, Safety Compliance and/or Safety Regulatory Criteria

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Field Performance Report

Vehicle Information

Vehicle Line / Engineering Source: Silverado T1 Crew Cab

Country: US - United States

Vehicle Line: Silverado T1 Crew Cab

Hardware Stage:

Product Line: CKtruck - Global Full Size Truck Pickup / Utility

Make: Chevrolet

Project Number: T1C/E/RXF NA - Current Product

Model Year: 2020

Engine:

Transfer Case:

Transmission:

Axle:

Title

Part Name: #7 Piston

Part Location: Engine

Complaint: Banging Noise From Engine Then Locked Up

Severity: *S - Potential Safety, Safety Compliance and/or Safety Regulatory Criteria

Origination Point: Dealer

Dealer Number: 111560

Field Rep Number:

Emissions:

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Current Step Role Assignments

Name	Name	Date	Assignment Comments	Assigned By	Phone
BQM					
Issue Approve					
Originator					

VIN Inform

Cases

No Of Cases	Recorded By/Originator	Recorded Date
1	Originator	

VIN Information

Primary VIN	VIN	Build Date	Odometer Reading	Odometer Unit	Engine No	Transm. No
Y		4-Sep-2020	10	Miles		

Affected Pa

VPPS 1: 10-Powertrain

VPPS 2: 10.01-Power Generation

VPPS 3: 10.01.01-Engine

VPPS 4:

Parts


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Part Number	Part Name
No records available	

Parts Available?:

Location of Parts
JORDAN WILSON on 30-Oct-2020 RO#: 772709 TAC Case # (If Available): 9-6329982016 Part Number (If Available): 12690558

Problem Description

Symptoms/Complaints
 Condition: L78 6.2L ENGINE MADE A LOUD BANGING NOISE AND THE LOCKED UP Cause: WE REMOVED THE OIL PAN ON THE ENGINE AND INSPECTED THE ROTATING ASSM. THE #7 CYLINDER HAS A SHATTERED PISTON AND DAMAGED CYLINDER WALL. Correction: THE ENGINE WILL NEED TO BE REPLACED BECAUSE OF BLOCK DAMAGE

Probable Cause
No records available

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Corrective Action
No records available

Issue Status

System Reference

External System Name	External System Issue ID
No records available	

Speak Up For Safety Comments
No records available

Additional Product Issue Information
No records available

Service Actions
No records available

Is this part/component used on current program?:

Read Across Confirmed?:

Is a Program Action Plan Required?:

Tech Specialist Comments
No records available

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Issue Events

Date	Event	Code	Comment	Name
02-Nov-2020	Closed			

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Memos

Date Sent	Subject	Issue Step	Sent By
No records available			

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Attachments

Date	Title	Associated Step	Attached By
30-Oct-2020	[REDACTED]	Field Performance Report	[REDACTED]

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Associations

Associated Parents

Date	Subject	Issue Number	Issue Type	Issue Status	Current Step	Step Status	Step Roles	Associated By
No records available								

Associated Children

Date	Subject	Issue Number	Issue Type	Issue Status	Current Step	Step Status	Step Roles	Associated
30-Oct-2020	#7 Piston, Engine-Banging Noise From Engine Then Locked Up	2098585	(PRTS) PRTS Issue	Locked	Definition	Suspended	Definition Approver: Steven Bruder, Originator: Bryan Salisbury	