

PRTS [REDACTED] - Issue Summary

Issue Number: [REDACTED]

Subject: Engine , Under Hood - SES, Metal in Oil

Issue Type: (Aftersales) Field Performance Report

Issue Age: 3 Days

Issue Status: Closed

Program: Sierra 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: 1 - Potential Walk Home/No-build (Potential or Actual), Non Safety Compliance, Non Safety Regulatory

Field Performance Report

Vehicle Information

Vehicle Line / Engineering Source: Sierra T1 Crew Cab

Country: US - United States

Vehicle Line: Sierra T1 Crew Cab

Hardware Stage:

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

Make: GMC

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

Model Year: 2021

Engine:

Transfer Case:

Transmission:

Axle:

Title

Part Name: Engine

Part Location: Under Hood

Complaint: SES, Metal in Oil

Severity: 1 - Potential Walk Home/No-build (Potential or Actual), Non Safety Compliance, Non Safety Regulatory

Origination Point: Dealer

Dealer Number: [REDACTED]

Field Rep Number:

Emissions:

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Current Step Role Assignments

Name	Name	Date	Assignment Comments	Assigned By	Phone
BQM	[REDACTED]	24-Oct-2025		[REDACTED]	[REDACTED]
Issue Approver	[REDACTED]	24-Oct-2025		[REDACTED]	[REDACTED]
Originator	[REDACTED]	24-Oct-2025		[REDACTED]	[REDACTED]

VIN Information

Cases

No Of Cases	Recorded By/Originator	Recorded Date
No records available		

VIN Information

Primary VIN	VIN	Build Date	Odometer Reading	Odometer Unit	Engine No	Transm. No
Y	[REDACTED]	24-Nov-2020	28815	Miles		

Affected Parts

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
[REDACTED] on 24-Oct-2025 RO#: [REDACTED] TAC Case # (If Available): [REDACTED] Part Number (If Available): [REDACTED]

Problem Description

Symptoms/Complaints
[REDACTED] on 24-Oct-2025 Condition: SERVICE ENGINE SOON LIGHT IS ON AND THERE IS A KNOCK FROM THE ENGINE Cause: VERIFIED THE KNOCK. THERE ARE MISSFIRE CODES, P0300, P0302 AND P050D, NO P0016. CONTACTED TAC, [REDACTED] DID PICO SCOPE TEST FOR KNOCK AND IT FAILED, [REDACTED]. DRAINED THE OIL AND THERE IS METAL IN IT. UPDATED THE TAC CASE AND TAC SAID TO REPLACE THE ENGINE, OIL COOLER LINES AND THE OIL COOLER. THERE IS NO RECALL FOR THE 6.2 L87 ENGINE ON THIS TRUCK. THE BUILD DATE IS 11/24/2020. Correction: THE TRUCK NEEDS AN ENGINE. MY DMA WANTED ME TO SEND A FPR BECAUSE IT NEEDS AND ENGINE AT LOW MILES AND THERE WAS NO 62 L87 RECALL ON THIS ONE.

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

PRTS [REDACTED] - Issue Summary

Issue Events

Date	Event	Code	Comment	Name
27-Oct-2025	Closed			[REDACTED]

PRTS [REDACTED] - Issue Summary

Memos

Date Sent	Subject	Issue Step	Sent By
No records available			

PRTS [REDACTED] - Issue Summary

Attachments

Date	Title	Associated Step	Attached By
24-Oct-2025	[REDACTED] knock.MOV	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 By
24-Oct-2025	Engine , Under Hood - SES, Metal in Oil	[REDACTED]	(PRTS) PRTS Issue	Locked	Definition	Suspended	Originator: [REDACTED], Definition Approver: [REDACTED]	[REDACTED]