



GENERAL MOTORS LLC  
Global Vehicle Safety

**RECEIVED**

*By Recall Management Division at 10:16 am, Apr 15, 2014*

April 14, 2014

Ms. Nancy Lewis  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
Recall Management Division (NVS-215)  
1200 New Jersey Avenue, SE – Room W45-306  
Washington, DC 20590

Re: NHTSA Notification Campaign No. 14V-152

Dear Ms. Lewis:

This letter supersedes General Motors' letter of March 31, 2014, and is submitted pursuant to the requirements of 49 CFR 573.6 as it applies to a determination by General Motors of a safety defect for certain 2014 MY Chevrolet Silverado Light Duty Regular Cab, Double Cab, Crew Cab 1500 Series and 2015 MY Suburban and Tahoe; GMC 2014 MY Sierra Regular Cab, Double Cab, Crew Cab 1500 Series and 2015 MY Yukon and Yukon XL vehicles as described below. Specifically, the information submitted pursuant to 49 CFR 573.6(c)(6) and 573.6(c)(8) below supersedes information included in General Motors' letter of March 31, 2014.

573.6(c)(1): Chevrolet and GMC Brands of General Motors Company

573.6(c)(2)(3)(4): This information is shown on Attachment A.

573.6(c)(5): General Motors has decided that a defect which relates to motor vehicle safety exists in 2014 MY Chevrolet Silverado Light Duty Regular Cab, Double Cab, Crew Cab 1500 Series and 2015 MY Suburban and Tahoe; GMC 2014 MY Sierra Regular Cab, Double Cab, Crew Cab 1500 Series and 2015 MY Yukon and Yukon XL vehicles equipped with a 6-Speed Automatic Transmission (MYC). The subject vehicles may have a transmission oil cooler line that is not securely seated in the fitting. If the line is not securely seated and transmission oil leaks from the fitting, the oil could contact a hot surface and result in a vehicle fire.

573.6(c)(6): As permitted by the provisions of 49 C.F.R. 573.6(b), and pursuant to the requirements of 49 C.F.R. 573.6(c)(6), General Motors now submits the attached chronology of principal events that were the basis for the determination that the defect related to motor vehicle safety. See Attachment B.



573.6(c)(8): Dealers are to inspect the connection and repair, if necessary.

General Motors sent the dealer bulletin on March 28, 2014, and anticipates mailing the owner letters the week of April 28, 2014.

Pursuant to 577.11, General Motors does not plan to provide notice about reimbursement to owners because all involved vehicles are covered under the new vehicle warranty.

573.6(c)(10): General Motors provided NHTSA the dealer bulletin on March 28, 2014. The owner letter will be provided when available.

573.6(c)(11): General Motors' assigned recall number is 14121.

Sincerely,

A handwritten signature in black ink, appearing to read "M. Carmen Benavides". The signature is fluid and cursive, with the first name "M." and last name "Benavides" clearly distinguishable.

M. Carmen Benavides, Director  
Field Product Investigations & Evaluations

N140121  
Attachment

Attachment A 573.6(c)(2),(3),(4)

VEHICLES POTENTIALLY AFFECTED BY MAKE, MODEL, AND MODEL YEAR  
PLUS INCLUSIVE DATES OF MANUFACTURE

<u>MAKE</u>	<u>MODEL SERIES</u>	<u>MODEL YEAR</u>	<u>NUMBER INVOLVED</u>	<u>INCLUSIVE MANUFACTURING DATES (FROM) (TO)</u>		<u>DESCRIPTIVE INFO. TO PROPERLY IDENT. VEH.</u>	<u>EST. NO. W/CONDITION</u>
Chevrolet	C	2014	146,430	01/30/2013	03/25/2014	Silverado LD Crew	*
Chevrolet	C	2014	52,558	01/30/2013	03/24/2014	Silverado LD Crew LTZ	"
Chevrolet	C	2014	91,628	04/17/2013	03/25/2014	Silverado LD Ext	"
Chevrolet	C	2014	11,591	04/16/2013	03/25/2014	Silverado LD Ext LTZ	"
Chevrolet	C	2014	26,674	05/15/2013	03/25/2014	Silverado LD Reg	"
Chevrolet	N	2015	2,477	10/16/2013	03/25/2014	Suburban	"
Chevrolet	N	2015	3,449	10/17/2013	03/25/2014	Suburban LTZ	"
Chevrolet	N	2015	10,112	09/19/2013	03/25/2014	Tahoe	"
Chevrolet	N	2015	8,756	09/19/2013	03/25/2014	Tahoe LTZ	"
GMC	T	2014	77,993	01/29/2013	03/24/2014	Sierra LD Crew	"
GMC	T	2014	5,639	07/16/2013	03/24/2014	Sierra LD Crew Denali	"
GMC	T	2014	31,254	04/16/2013	03/25/2014	Sierra LD Ext	"
GMC	T	2014	8,162	05/15/2013	03/25/2014	Sierra LD Reg	"
GMC	K	2015	8,705	09/19/2013	03/25/2014	Yukon	"
GMC	K	2015	953	10/29/2013	03/25/2014	Yukon Denali	"
GMC	K	2015	792	10/18/2013	03/25/2014	Yukon XL	"
GMC	K	2015	2,763	10/16/2013	03/25/2014	Yukon XL Denali	"
GM Total:			489,936				

573.6(c)(2)(iv)

Bend All Automotive  
 575 Waydom Dr.  
 North Dumfries, ON N0B 1E0, Canada  
 +1 519-623-2001

The transmission oil cooler inlet and outlet pipe assembly is manufactured in Canada.

N140121

Attachment B – 573.6(c)(6)

On September 4, 2013, a GM assembly plant in Silao, Mexico experienced two instances in which a transmission oil cooler (“TOC”) line became disconnected from the thermal bypass valve in 2014 pick-up trucks on the K2XX platform during pressure tests. As a result, GM required the supplier of the TOC lines and thermal bypass valve assembly (collectively the “TOC assembly”) for these vehicles to issue a Quality Alert for its facility concerning the TOC assemblies. The supplier sorted the over 3,000 TOC assemblies at its facility, performed manual pull checks and visual inspections, and found no defects. Additionally, GM conducted manual pull checks and visual inspections on the TOC assemblies in the two GM assembly plants responsible for the K2XX platform at the time (Silao, Mexico and Fort Wayne, Indiana), and identified no defects.

On September 19, 2013, the supplier provided GM with a plan to ensure that the TOC lines were properly connected to the thermal bypass valve going forward. In addition to continuing its individual pull tests to verify that these connections were secure, the supplier planned to add a manual alignment feature to the three machines that it used to connect the TOC lines to the thermal bypass valve boxes. The supplier completed these upgrades on October 28, 2013.

On January 2, 2014, GM’s Product Investigations, Field Performance Assessment, and K2XX program teams received an investigator’s report concerning a 2014 Chevrolet Silverado that caught fire during a test drive from a dealer in Gulfport, Mississippi on December 16, 2013. GM’s on-site investigation of the vehicle revealed that a TOC line had disconnected from the thermal bypass valve box. The build date for this vehicle was October 10, 2013, and the build date for the TOC assembly was September 28, 2013, prior to the supplier’s October 28, 2013 completion of its machinery upgrades.

On January 3, 2014, GM issued a Quality Alert to its assembly plants for K2XX vehicles, advising them to manually inspect the TOC assemblies from the supplier to ensure that the TOC lines were securely connected. GM also informed the supplier of the Mississippi event.

On January 15, 2014, GM learned that a 2014 Chevrolet Silverado caught fire while being driven by a dealer salesperson in Harvey, Louisiana on or around January 11, 2014. GM’s investigation of the incident determined that one of the vehicle’s TOC lines was disconnected from the thermal bypass valve box. The vehicle was built on November 12, 2013.<sup>1</sup> On January 29, after completing its investigation, GM followed up with its K2XX assembly plants, which noted no additional cases involving disconnected TOC lines after the January 3 Quality Alert. On January 31, 2014, a team from GM traveled to the supplier’s facility to work with the supplier on its thermal valve assembly process. By February 27, 2014, the supplier added pressure transducers to the machine fixtures used to connect the TOC lines to the thermal bypass valve boxes to directly monitor the delivery of air pressure to the pull-test apparatus.

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<sup>1</sup> GM was not able to obtain the TOC assembly for this vehicle and, thus, has not been able to identify the build date for the TOC assembly in this vehicle.

On March 23, 2014, a 2015 GMC Yukon caught fire during a test drive from a dealership in Anaheim, California. On March 24, 2014, GM formed a team to investigate the incident; the team was dispatched to Anaheim that afternoon.

On the morning of March 25, 2014, the GM team examined the vehicle in Anaheim and determined that the incident was caused by a TOC line that was disconnected from the thermal bypass valve box. The assembly plants for K2XX vehicles were placed on hold and instructed to inspect all TOC assemblies in stock, as well as those in completed vehicles. A team from GM also traveled to the supplier on March 25, 2014, to further evaluate the assembly process.

On March 26, 2014, GM personnel along with personnel from the supplier examined the TOC assembly from the Anaheim vehicle. The group concluded that a TOC line had not been properly connected to the thermal bypass valve box. The build date for the thermal valve assembly in the Anaheim vehicle was determined to be January 16, 2014, after the supplier's October 28, 2013 machinery upgrades, but before its February 27, 2014 process changes.

On March 27, 2014, the Product Investigator assigned to this matter received a list of warranty claims relating to transmission fluid leaks in K2XX vehicles, which he had requested on March 24. From that list, he identified five warranty claims, ranging from August 30, 2013, to November 20, 2013, that potentially involved insecure connections of TOC lines to the thermal bypass valve box, none of which resulted in a fire. All five vehicles were built before the supplier completed its machinery upgrades on October 28, 2013.<sup>2</sup>

Also on March 27, 2014, following discussions with GM, the supplier began using an assurance cap in connecting the TOC lines to the thermal bypass valve boxes to ensure that the TOC lines are properly secured.

On March 28, 2014 at 8:30 a.m., the Field Performance Evaluation Review Committee reviewed the issue. At 10:00 a.m. the same day, the Executive Field Action Decision Committee reviewed the issue and decided to initiate a recall of vehicles built on the K2XX platform so that they can be inspected to ensure that the TOC lines are properly secured to the thermal bypass valve box.<sup>3</sup>

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<sup>2</sup> A GM Customer Quality Engineer also identified two additional warranty claims that could relate to the connection of the TOC lines to the thermal bypass valve box: (1) an October 15, 2013 claim concerning a fire in a 2014 GMC Sierra (built on September 27, 2013) that reportedly related to the release of transmission fluid from a TOC line that disconnected from its fitting; and (2) a December 30, 2013 claim concerning a 2014 Chevrolet Silverado (built on November 1, 2013) in which a TOC line disconnected from its fitting.

<sup>3</sup> On March 31, 2014, GM learned of a fire in a Chevrolet Silverado at a dealership in Chile on March 21, 2014, that reportedly related to a disconnected TOC line. The build date for this vehicle was October 10, 2013, prior to the supplier's October 28, 2013 completion of its machinery upgrades.