

Product Safety Recall

17399 Fuel Tank Expansion Into Driveline



Reference Number: N172105000

Release Date: February 2018

Revision: 01

Revision Description: This bulletin is being revised to add the 2011-2014 model year Chevrolet Silverado 3500 and GMC Sierra 3500 vehicles. The Service Procedure and Part sections have been updated. Please discard all previous copies of bulletin 17399.

Attention: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 3500	2011	2015	N2N/L96	Dual Fuel Tanks / 6.0L Gas Engine
GMC	Sierra 3500	2011	2015	N2N/L96	Dual Fuel Tanks / 6.0L Gas Engine

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2011-2015 model-year Chevrolet Silverado 3500 and GMC Sierra 3500 vehicles equipped with gas engines and dual fuel tanks. In these vehicles, if the fuel-level sensor in the front tank becomes stuck in a low-level position, the rear tank may overflow the front tank and potentially cause it to expand. In rare circumstances, the front fuel tank could expand and contact a moving drive shaft, which could create a hole in the front fuel tank and allow fuel to leak. If leaked fuel encounters a potential ignition source, a fire could occur.
Correction	For all vehicles, replace the rear-tank fuel-pump module and inspect the front fuel tank for damage. For 2011-2014 model year vehicles only, replace the rear fuel-level sensor.

Parts

Quantity	Part Name	Part No.
1	Module Kit – Fuel Tank Fuel Pump – (rear - w/o level sensor MY 11-15)	84376555
1	Fuel Level Sensor (rear; for use w/ part number 84376555 – required for MY11-14 ONLY)	13585451

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103465*	Rear Fuel Tank Fuel Pump Module Replacement	1.9	ZFAT	N/A
9103542**	Rear Fuel Tank Fuel Pump Module Replacement (with damage from propeller shaft contact)	1.9	ZFAT	N/A
	Add: Replace Front Fuel Tank Level Sensor (includes fuel tank and tank shield if necessary)	1.7		
9103543***	Customer Reimbursement Approved	N/A 0.2	ZFAT	***
	- For USA and Canada Dealers only - For Export Dealers only			
9103544****	Customer Reimbursement Denied – For USA Dealers Only	N/A	ZFAT	****

* Labor time includes rear fuel tank fuel pump module replacement, drain and fill fuel.

** Labor time for front fuel tank replacement includes drain and fill fuel.

*** **For USA and Canada:** Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the customer in Net/Reimbursement.

**** Submit \$10.00 administrative allowance in Net/Admin Allowance.

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Service Procedure

NOTE: The current remedy for the condition that causes the front tank to expand is to replace the rear tank fuel pump module. The revised pump operates at a lower pressure that will eliminate over pressurization of the front tank. Additionally, the inspection in this procedure consists of inspecting the front tank and tank shield for propeller shaft contact and replacing it if damage has occurred. A software remedy is NOT available yet – this bulletin will be updated when software becomes available. Vehicles will only need one fix – software OR hardware. Any vehicle fixed with hard parts will NOT need a later software update.

1. Lift the vehicle. Refer to *Lifting and Jacking the Vehicle*.



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2. Inspect the front fuel tank shield for contact with the propeller shaft universal joint, as shown above.
 - If there is evidence of the propeller shaft universal joint contacting the shield, proceed to the next step.
 - If there has not been any contact, proceed directly to step 7.
3. Remove the fuel tank shield. Refer to *Fuel Tank Shield Replacement* in SI.
4. Inspect the front fuel tank for evidence of the propeller shaft universal joint contact.
 - If there is NOT evidence of the propeller shaft universal joint contacting the front fuel tank, proceed to the next step.
 - If there is evidence of the propeller shaft universal joint contacting the front fuel tank, replace the front fuel tank. Refer to *Fuel Tank Replacement (Cab/Chassis – Front)*.
5. Replace the front fuel tank fuel level sensor. Refer to *Fuel Level Sensor Replacement (25/35 Series)*.
6. Replace the fuel tank shield. Refer to *Fuel Tank Shield Replacement* in SI.
7. Replace the rear fuel tank fuel pump. Refer to *Fuel Tank Replacement (Cab/Chassis – Rear)* in SI.
 - For 11-14 MY vehicles, it is necessary to replace the fuel level sender. MY 15 vehicles should swap over the fuel level sensor already in the vehicle.

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Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by December 31, 2018. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**



IMPORTANT SAFETY RECALL

February 2018

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2011-2015 model year Chevrolet Silverado 3500, and GMC Sierra 3500 vehicles equipped with gasoline engines and dual fuel tanks. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall 17399.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

In these vehicles, if the fuel-level sensor in the front tank becomes stuck in a low-level position, the rear tank may overfill the front tank and potentially cause it to expand. In rare circumstances, the front fuel tank could expand and contact a moving drive shaft, which could create a hole in the front fuel tank and allow fuel to leak. If leaked fuel encounters a potential ignition source, a fire could occur.

What will we do?

Your GM dealer will replace the rear-tank fuel-pump module or reprogram the Engine Control Module (ECM) software. This service will be performed for you at no charge. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction time of approximately 2 hours and 10 minutes.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Did you already pay for this repair?

Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by February 28, 2019, unless state law specifies a longer reimbursement period.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National

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Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 17V644.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jeffrey Massimilla
Vice President
Global Vehicle Safety and Product Cybersecurity

Enclosure
GM Recall 17399