



# Service Bulletin



## SPECIAL COVERAGE

**SUBJECT:** Special Coverage Adjustment – Check Engine Light Illuminated Due to Knock Sensor

**MODELS:** 2008-2009 Chevrolet Kodiak  
2008-2009 GMC TopKick  
Vehicles Equipped with 8.1L V8 Gas Engine (L18)

The population involved in this special coverage has been expanded to include C6500, C7500, and C8500 vehicles. Please discard all copies of bulletin 10126, issued June 2010.

### CONDITION

Some customers of certain 2008 and 2009 model year Chevrolet Kodiak and GMC TopKick vehicles equipped with an 8.1L gas engine (L18) may notice the illumination of the Check Engine Soon light and slower acceleration. This may be due to a knock sensor that is not operating as designed.

### SPECIAL COVERAGE ADJUSTMENT

This special coverage covers the condition described above for a period of 10 years or 110,000 miles (177,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

Dealers are to perform the necessary diagnostic steps to determine if the knock sensor is the cause of the illumination of the Check Engine Soon light and/or slower acceleration. If it is determined that the knock sensor is the cause of the condition, dealers are to replace the knock sensor. The customer should not be charged for performing the diagnostic check when it is determined that the knock sensor is not the cause of the Check Engine Soon Light and/or slower acceleration. Labor operation T5764 is provided to submit claims for such diagnosis. Any additional necessary diagnosis and repairs that are not related to the knock sensor are not covered by this special coverage. The customer should be informed that any further service that is not covered under the New Vehicle Limited Warranty will not be covered by this special coverage.

**For C4500 and C5500 vehicles** covered by Vehicle Service Contracts, all eligible claims with repair orders on or after June 23, 2010, are covered by this special coverage and must be

submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to June 23, 2010, must be submitted to the Service Contract provider.

**For C6500, C7500, and C8500 vehicles** covered by Vehicle Service Contracts, all eligible claims with repair orders on or after March 9, 2012, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to March 9, 2012, must be submitted to the Service Contract provider.

### **VEHICLES INVOLVED**

Involved are **certain** 2008 and 2009 model year Chevrolet Kodiak and GMC TopKick vehicles equipped with an 8.1L gas engine (L18).

**Important:** Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Applicable Warranties section in the Global Warranty Management system.

### **PARTS INFORMATION**

Parts required to complete this special coverage are to be obtained from General Motors Customer Care and Aftersales (GMCC&A).

<b>Part Number</b>	<b>Description</b>	<b>Quantity/Vehicle</b>
12591312	Sensor, Knock	1 or 2

### **CUSTOMER NOTIFICATION**

General Motors will notify customers of this special coverage on their vehicles (see copy of typical customer letter included with this bulletin - actual divisional letter may vary slightly).

### **SERVICE PROCEDURE**

1. Verify that the knock sensors require replacement. Refer to the appropriate diagnostic information in SI.
  - If the knock sensors do NOT require replacement, no further action is required. Inform the customer that any additional diagnosis and repairs are not covered under this special coverage.
  - If the knock sensor(s) requires replacement, refer to the appropriate *Knock Sensor Replacement* procedure in SI.

**WARRANTY TRANSACTION INFORMATION**

Submit a transaction using the table below.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Net Item</b>
T5764	Diagnostic Time Only – No Knock Sensor Replacement Required	0.1 – 0.3	N/A
T5765	Knock Sensor Replacement	1.0	NA
	Add: Diagnostic Time	0.0 – 0.3	
T5768	Customer Reimbursement (not for use by US dealers)	0.2	*

\* The amount identified in “Net Item” should represent the dollar amount reimbursed to the customer.

**CUSTOMER REIMBURSEMENT** - For US

All customer requests for reimbursement for previous repairs for the special coverage condition will be handled by the Customer Assistance Center, not by dealers.

A General Motors Customer Reimbursement Procedure and Claim Form is included with the customer letter.

**IMPORTANT:** Refer to the GM Service Policies and Procedures Manual, section 6.1.12, for specific procedures regarding customer reimbursement and the form.

**CUSTOMER REIMBURSEMENT** - For Canada and Export

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 March 31, 2013. Repairs must have occurred within 10 years of the date the vehicle was originally placed in service, or 177,000 km, whichever occurs first.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

If the work was done by someone other than a GM dealership, the amount of reimbursement will be limited to the amount that the repair would have cost GM to have it completed by a GM dealership.



Dear General Motors Customer:

As the owner of a 2008 or 2009 model year Chevrolet Kodiak or GMC TopKick vehicle, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2008 and 2009 model year Chevrolet Kodiak and GMC TopKick vehicles equipped with an 8.1L gas engine may have a condition that causes the illumination of the Check Engine Soon light and slower acceleration. This may be due to a knock sensor that is not operating as designed.

**Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.**

**What We Have Done:** General Motors is providing owners with additional protection for the knock sensor. If this condition occurs on your 2008 or 2009 model year Chevrolet Kodiak or GMC TopKick vehicle equipped with an 8.1L gas engine within 10 years of the date your vehicle was originally placed in service or 110,000 miles (177,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

**What You Should Do:** Repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

**Reimbursement:** The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM by March 31, 2013.

If you have any questions or need any assistance to better understand related repairs, please contact your dealer. If you have questions related to a potential reimbursement, please contact the appropriate Customer Assistance Center at the number listed below.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Guam	1-671-648-8450	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	
GM Medium Duty Truck	1-800-862-4389	

We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

Jim Moloney  
General Director,  
Customer and Relationship Services

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