



Service Bulletin



SERVICE UPDATE

SUBJECT: Service Update for Inventory and Customer Vehicles
Loose Water Pump Pulley
Expires with Base Warranty

MODELS: 2012 Chevrolet Silverado
2012 GMC Sierra
Equipped with 4.3L V6 Engine (LU3)

This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

PURPOSE

This bulletin provides a service procedure to verify that the 4 water pump pulley bolts are present and torqued to the proper specification on **certain** 2012 model year Chevrolet Silverado and GMC Sierra vehicles, equipped with a 4.3L V6 engine (LU3). If the bolts are not properly tightened, the bolts could back out or break.

This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.

VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

Additionally, a list of involved vehicles currently in dealer inventory is available on the “Service Update Bulletin Information” link under the “Service” tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that

return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

PART INFORMATION

Parts required to complete this service update are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
11515756*	BOLT, HFH, M8X1.25X20	1-4 (If Req'd)

* Very few vehicles are expected to require bolt replacement.

SERVICE PROCEDURE



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1. Locate the water pump pulley (1).

Note: Replace missing or damaged pulley bolts if required.

2. Verify that the four pulley bolts are present and tightened to 25 N m (18 lb-ft).

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

Labor Code	Description	Labor Time
V2599	Verify Torque of Water Pump Pulley Bolts (inc. bolt replacement, if req'd)	0.2

DEALER PROGRAM RESPONSIBILITY

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

