



Service Bulletin

PRELIMINARY INFORMATION

Subject: PQC Restriction 2010- 2013 6.6L Duramax Diesel Engine (RPO LGH and LML) Part Number 12638502

Models: 2010 - 2013 Chevrolet Express

2010 - 2013 GMC Savana

2011 - 2013 Chevrolet Silverado

2011 - 2013 GMC Sierra

Equipped with the 6.6 Duramax Diesel Engine (RPO codes LML and LGH)

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

As part of our ongoing quality improvement efforts the 2010 through 2013 6.6L Duramax Diesel Engine (RPO LGH and LML) Part number 12638502 has been placed on a parts restriction through the Product Quality Center (PQC). This parts restriction will assist Engineering with product feedback. Your cooperation with this program is greatly appreciated.

Recommendation/Instructions

Prior to contacting the PQC please fill out the information listed below as accurately and completely as possible.

Is the vehicle for personal or commercial use?

If commercial; what type of commercial?

Has the vehicle been modified with non-production accessories?

If yes, describe modifications:

Are there any signs of abuse or improper maintenance?

If yes, describe abuse:

What is the customer's concern?

What is the point of failure?

Why is the replacement necessary?

Is the restricted part being requested for customer pay?

Has the ECM calibration verification (per latest version of bulletin 08-06-04-006) been performed?

Failed Unit Serial #:

Is the failed unit OEM or GOODWRENCH?

If Goodwrench:

What was the date when the current assembly was installed?

What was the mileage when the assembly was installed?

Did the Customer pay a portion of the GOODWRENCH assembly?

What SI diagnosis has been performed?

Are you replacing the unit per your DMA?

If yes, what is the DMA's name?

DMA's email address:

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.



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