



Service Bulletin



SERVICE UPDATE

SUBJECT: Service Update for Inventory Vehicles Only
Engine Oil Pump Performance
Expires October 31, 2014

MODELS: 2014 Chevrolet Silverado
2014 GMC Sierra
1500 Series Equipped with 5.3L V8 Engine (L83) or 4.3L V6 Engine (LV3)

This service update involves vehicles in dealer inventory only and will expire October 31, 2014.

PURPOSE

This bulletin provides a service procedure to replace the engine oil pump on **certain** 2014 model year Chevrolet Silverado and GMC Sierra vehicles, equipped with a 5.3L V8 engine (L83) or 4.3L V6 engine (LV3). These vehicles may have a pump that was damaged during engine assembly and testing. This could cause the illumination of a MIL and/or set DTCs for low oil pressure.

This service procedure should be completed on involved vehicles currently in dealership inventory as soon as possible but no later than October 31, 2014, at which time this bulletin will expire.

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 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.

PART INFORMATION

Parts required for this service update are to be obtained from two sources.

Oil pumps required to complete this service update are to be obtained from the Warranty Parts Center (WPC). Complete the Part Request Form found at the back of this bulletin and fax the form to 248-371-0192. DO NOT call the WPC to place an order. Pumps will be shipped via UPS - Next Day Delivery at no charge.

Part Number	Description	Quantity/Vehicle
WPC P/N 736	PUMP, OIL	1

* Oil pumps, P/N 12656102, are being provided at no-charge. Submit for applicable mark-up only.

The remainder of 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
12346290 – US 10953464 – CN	COOLANT, ENGINE (EXTENDED LIFE)(DEXCOOL)	2
19259487 – US 19259784 - CN	OIL, ENG (0W-20)(DEXOS1)	11
89017525	FILTER, OIL	1
88900401-US 89021678-CN	LUBRICANT, GR SYNTHETIC (SAE 75W-90)	2
11570046	BOLT, CR/SHF BALR	1
12658179	BELT, VAC PUMP	1
12658178	BELT KIT, A/C CMPR	1
12657430	GASKET, W/PMP (SMALL)	1
12619770	GASKET, W/PMP (LARGE)	1
12621086	SEAL, OIL PAN HIGH PRESS PORT	1
12622368	SEAL, OIL PAN FRT	1
12659935	VALVE, O/PMP FLOW CONT SOL	1
19130464	STRAP, TIE	3
12378521-US 88901148-CN	SEALANT, RTV ENGINE SILICONE	2

SERVICE PROCEDURE

1. Remove engine oil pump. Refer to *Oil Pump Replacement* in SI.
2. Install a new engine oil pump. Refer to *Oil Pump Replacement* in SI.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time	Net Item
9100183	Replace Oil Pump	11.0	*

* The amount identified in "Net Item" should represent the applicable Mark-Up, for the oil pump (P/N 12656102) that is being provided to dealers at no-charge.

DEALER PROGRAM RESPONSIBILITY

Dealers must take the steps necessary to ensure that the service update correction has been made to all involved vehicles in dealer inventory before selling or dealer-trading the vehicle, but no later than October 31, 2014.



IMPORTANT NOTE WHEN PRINTING THIS FORM: If the form prints out on two pages, make certain you fax both pages so the WPC receives the needed information. Missing information will delay or prevent the part from being shipped.

Part Request Form — Warranty Parts Center

Use this form **ONLY** for U.S. & Canada Dealers. Export markets & Mexico Dealers must contact their regional Technical Assistance Center for assistance.

To: Warranty Parts Center
Email: warrantypartscenterusa@gm.com
or WPC Fax: 248-371-0192
Attn: Joe Mitosinka

Part Being Requested: **Oil Pump (WPC # 736)**

Dealer BAC (U.S.) / Dealer Code (Canada):

Dealer Name:

Dealer Address:

Dealer Contact Person:

Dealer Phone Number:

Repair Order Number:

Vehicle VIN:

IMPORTANT: If you do not receive the part within 2 business days after emailing or faxing your part request to the Warranty Parts Center, please call Customer Assistance at 248-371-9901/9902.

IMPORTANT NOTE WHEN PRINTING THIS FORM: If the form prints out on two pages, make certain you fax both pages so the WPC receives the needed information. Missing information will delay or prevent the part from being shipped.

GM CUSTOMER CARE AND AFTERSALES
DCS3058
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 2, 2013

Subject: 13314 – Service Update Bulletin
Engine Oil Pump Performance

Models: 2014 Chevrolet Silverado and GMC Sierra 1500 Series Vehicles
Equipped with 5.3L V8 Engine (L83) or 4.3L V6 Engine (LV3)

To: All Chevrolet and GMC Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New Vehicle Sales Manager,
and Warranty Administrator

General Motors is announcing Service Update Bulletin 13314 today. The total number of U.S. vehicles involved is 42. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The “Investigate Vehicle History” (IVH) screen will be updated October 4, 2013. A list of involved VINs is attached to this message. Please hold all warranty transactions until the VINs appears in IVH.

Service Update Bulletin (SUB) Information Link

The SUB Information Link in GlobalConnect will be updated in the near future.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES