



Service Bulletin

File in Section: -

Bulletin No.: PIE0253

Date: April, 2013

PRELIMINARY INFORMATION

Subject: Engineering Information – Service Engine Soon Lamp Illuminated, Increased Engine Noise, Perceived Higher RPM Shift Points (Caused By Excessive Cooling Fan Noise) or Reduced A/C Performance At Low Vehicle Speeds

Models: 2011-2013 Chevrolet Express, Silverado Equipped with Duramax Diesel Engine (RPO LML, LGH)
2011-2013 GMC Savana, Sierra Equipped with Duramax Diesel Engine (RPO LML, LGH)

Attention: Proceed with this PI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL – refer to Service Bulletin 04-00-89-053E for more details on the use of Engineering Information PIs.

Condition

Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.

Some customers may experience their service engine soon (SES) light coming on, increased engine noise or perceived high RPM shift points (because of fan noise), or reduced A/C performance at low vehicle speeds. Upon diagnosis, the technician may find DTCs P0483 Cooling Fan System Performance or P0526 Cooling Fan Speed Sensor Circuit set.

Cause

GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Instructions

This PI is intended to capture, from the customer, what the operating conditions were when the SES Light was first noticed. In addition, specific diagnostic information needs to be recorded prior to replacing components.

Use the following steps to document the requested information:

1. Gather the following information from the customer:
 - Approximately what was the outside temperature and climatic conditions?
 - What speed were they traveling?
 - What driving conditions, such as stop and go traffic, freeway, off road, operating in hilly terrain, and what grades?
 - What were the vehicle loading conditions such as empty, towing a trailer (size and load), any sort of vehicle payload/equipment (size and load)?
 - Were they using a snowplow or other added equipment?
 - Was a winter grille cover on at the time?
 - Any other relevant conditions noted?
2. Perform diagnostics per Service Information.
 - 2.1. If DTCs P0483 or P0526 are set, determine the appropriate repair per Service Information, but do not repair the vehicle.
 - 2.2. Please note exactly what diagnostics and repair procedure are required per SI.
3. Before performing any repairs to the vehicle, call one of the engineers listed below with the collected information.

Contact Information

Engineer Name	Phone Number
John Keeney	248-763-2780
Adam Freeman	248-836-8836

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
J7631*	Engineering Information – Service Engine Soon Lamp Illuminated DTCs P0483, P0526	0.4 hr
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		