



# Recall Bulletin



## PRODUCT EMISSION RECALL

**SUBJECT:** Fuel Pump Pressure Regulator Replacement

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

All vehicles involved in this recall will be loaded into IVH; however, customers will be notified in phases. Over the next few months, sold vehicles will be tested remotely using the Vehicle Health Management program. This will help determine which vehicles require a fuel pump module replacement. As the vehicles are identified as having a good fuel pump module, the recall will be closed in IVH and the customer will not receive a letter. If the vehicle is determined to have a suspect fuel pump module, GM will send the customer a letter advising them of the recall. This process will occur at approximately 2 week intervals. If a customer visits your dealership prior to receiving a letter, dealers are to perform the recall on the vehicle.

This process will not be used on vehicles in dealer inventory and so, dealers are to perform the recall on their inventory vehicles immediately.

### CONDITION

General Motors has decided to conduct a Voluntary Emission Recall involving **certain** 2014 model year Chevrolet Silverado and GMC Sierra 1500 vehicles, equipped with a 4.3L engine (LV3) or a 5.3L engine (L83). The fuel pump assembly in these vehicles may have been built with an incorrect fuel pump pressure regulator. This could cause the illumination of a malfunction indicator lamp, a hard start condition, engine stumble, or engine stall.

### CORRECTION

Dealers are to inspect and, if necessary, replace the fuel pump module.

### VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel 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.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to through the GM GlobalConnect Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

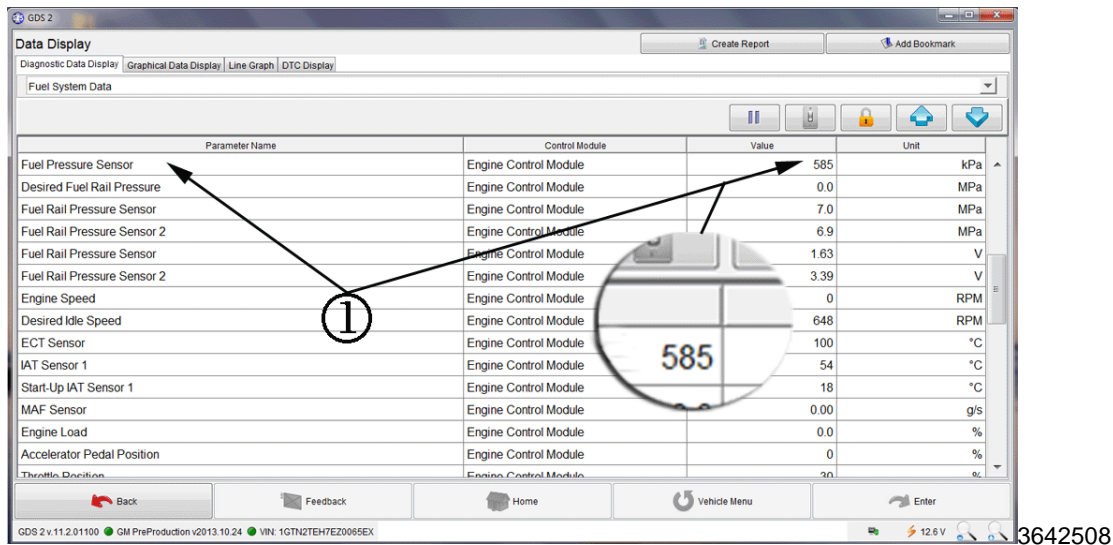
### PART INFORMATION

Parts required to complete this recall 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.

<b>Part Number</b>	<b>Description</b>	<b>Quantity/Vehicle</b>
13582491	MODULE KIT, F/TNK F/PMP (W/O FUEL LVL SEN)	1 (if req'd)

### SERVICE PROCEDURE

1. Connect MDI to the vehicle and launch GDS2.
2. Build vehicle in GDS2 by selecting engine RPO and specified vehicle options.
3. Navigate to Data Display screen: Select Module Diagnostics> Engine Control Module>Data Display> Fuel System Data.
4. Locate fuel pressure sensor value on Data Display screen.
5. Turn engine off and leave the key in the accessory position.



The fuel pressure value displayed on the Data Display screen is 585 kPa (85 psi). This is an example of a good fuel pressure reading. Do NOT replace the fuel pump module if the fuel pressure readings are equal to or above 500 kPa (73 psi).

6. Monitor the fuel pressure reading.

- If the fuel pressure reaches 500 kPa (73 psi) and maintains or exceeds 500 kPa (73 psi), no further action is required.
- If the fuel pressure does NOT reach 500 kPa (73 psi) and does NOT maintain or exceed 500 kPa (73 psi), proceed to step 7.

7. Remove the fuel pump module. Refer to *Fuel Tank Fuel Pump Module Replacement* in SI.

8. Install a new fuel pump module. Refer to *Fuel Tank Fuel Pump Module Replacement* in SI.

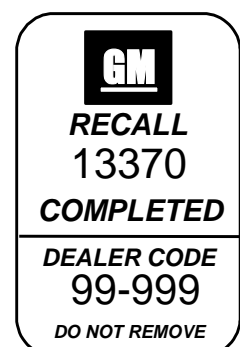
9. CALIFORNIA, CONNECTICUT, MARYLAND, MASSACHUSETTS, MAINE, OREGON, VERMONT, & WASHINGTON vehicles only: Install a Recall Identification Label. Also, for California vehicles complete a "Proof of Correction" certificate upon recall completion

**RECALL IDENTIFICATION LABEL** California/Connecticut/Maryland/Massachusetts/Maine/Oregon/Vermont/Washington Vehicles Only

Place a Recall Identification Label on each vehicle corrected in accordance with the instructions outlined in this Product Recall Bulletin. Each label provides a space to include the recall number and the five-digit dealer code of the dealer performing the recall service. This information may be inserted with a ballpoint pen.

Put the Recall Identification Label on a clean and dry surface of the radiator core support in an area that will be visible to people servicing the vehicle.

When installing the Recall Identification Label, be sure to pull the tab to allow adhesion of the clear protective covering. Additional Recall Identification Labels for US dealers can be obtained from Dealer Support Materials by ordering on the web from DWD Store, [www.gmglobalconnect.com](http://www.gmglobalconnect.com), and then click on the DWD Store link. Request Item Number S-1015 when ordering.



## COURTESY TRANSPORTATION

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

## WARRANTY TRANSACTION INFORMATION

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

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>
9100282	Evaluate Fuel Pressure – No Further Action Req'd	0.2
9100283	Evaluate Fuel Pressure & Replace Fuel Pump	1.9

## CUSTOMER NOTIFICATION

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

In order to ensure full protection under the emission warranty, and the right to participate in future recalls, the customer notification letter recommends that customers have their vehicles serviced as soon as possible. It also advises that failure to do so could legally be determined to be lack of proper maintenance. The vehicle may fail a state or local emission inspection test if the recall work is not completed.

## DEALER RECALL RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

**\*\*\*THE FOLLOWING 2 PARAGRAPHS ARE NOT FOR CANADA\*\*\***

When a California emissions recall is completed by a GM dealer, the dealer must provide the vehicle owner a "Proof of Correction Certificate" which the owner may need to present to the California Department Of Motor Vehicles (DMV) when renewing their vehicle registration. Without this correction certificate, the owner may be unable to renew their vehicle registration.

Additional Certificates can be obtained, at no charge, from Dealer Support Materials by ordering on the web from the DWD Store, [www.gmdealerworld.com](http://www.gmdealerworld.com), and then click on the DWD Store link; request GM Item Number 1825 when ordering.



Dear General Motors Customer:

This notice is sent to inform you that General Motors is conducting a voluntary emission recall that includes your vehicle.

**Reason For This Recall:** The fuel pump assembly in your 2014 model Chevrolet Silverado or GMC Sierra, equipped with a 4.3L or 5.3L engine, may have been built with an incorrect fuel pump pressure regulator. This could cause the illumination of a malfunction indicator lamp, a hard start condition, engine stumble, or engine stall.

**What Will Be Done:** Your GM dealer will inspect and, if necessary, replace the fuel pump module. This service will be performed for you at **no charge**.

**What You Should Do:** Please contact your GM dealer as soon as possible to arrange a service date. Instructions for making this correction have been sent to your dealer. Please ask your dealer if you wish to know how much time will be needed to schedule, process, and repair your vehicle.

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)
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

**Courtesy Transportation:** If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner Manual and your dealer for details on Courtesy Transportation.

**Emission Law Information:** In order to ensure your full protection under the emission warranty made applicable to your vehicle by state and federal law, and your right to participate in future recalls, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could legally be determined to be lack of proper maintenance of your vehicle. Also, your vehicle may fail a state or local emission inspection if this recall is not accomplished.

**IMPORTANT MESSAGE FOR CALIFORNIA RESIDENTS**

The California Air Resources Board (CARB) requires vehicle emission recalls be completed prior to California registration renewal. Uncorrected emission recalls will result in the inability to renew your California vehicle registration.

At the time of emission recall completion, your California dealer will issue a "Proof of Correction Certificate". Keep this certificate and, if required, present it to the Department of Motor Vehicles when renewing your California registration as proof of recall completion.

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We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your continued satisfaction with our products.

Jim Moloney  
General Director,  
Customer and Relationship Services

13370

GM CUSTOMER CARE AND AFTERSALES  
DCS3114  
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 7, 2014

Subject: 13370 - Emission Recall  
Fuel Pump Pressure Regulator Replacement

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

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 Emission Recall 13370 today. The total number of U.S. vehicles involved is approximately 25,000. Please see the attached bulletin for details.

**Customer Letter Mailing**

Customer letters will be mailed in phases. The phases will occur every two weeks, with the last mailing expected to occur the early part of March 2014. Mailing for customers involved in the first phase will begin January 15, 2014.

**Global Connect (GWM)**

The "Investigate Vehicle History" (IVH) screen will be updated January 7, 2014. A list of involved vehicles in dealer inventory is attached to this message.

**Campaign Initiation Detail Report (CIDR)**

The CIDR will be available shortly after each phased mailing. The CIDR for the first phase will be available January 8, 2014.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES