



Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: Transmission Oil Cooler Connection

MODELS: 2014 Chevrolet Silverado Light Duty Regular Cab, Double Cab, Crew Cab 1500 Series
2015 Chevrolet Suburban, Tahoe
2014 GMC Sierra Light Duty Regular Cab, Double Cab, Crew Cab 1500 Series
2015 GMC Yukon, Yukon XL
Equipped with 6-Speed Automatic Transmission (MYC)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

A copy of the customer letter has been added to the bulletin. Please discard all copies of bulletin 14121A.

CONDITION

General Motors has decided that a defect which relates to motor vehicle safety exists in 2014 MY Chevrolet Silverado Light Duty Regular Cab, Double Cab, Crew Cab 1500 Series and 2015 MY Suburban and Tahoe; GMC 2014 MY Sierra Regular Cab, Double Cab, Crew Cab 1500 Series and 2015 MY Yukon and Yukon XL vehicles equipped with a 6-Speed Automatic Transmission (MYC). The subject vehicles may have a transmission oil cooler line that is not securely seated in the fitting. If the line is not securely seated and transmission oil leaks from the fitting, the oil could contact a hot surface and result in a vehicle fire.

CORRECTION

Dealers are to inspect the connection and repair it, if necessary.

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 US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. 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.

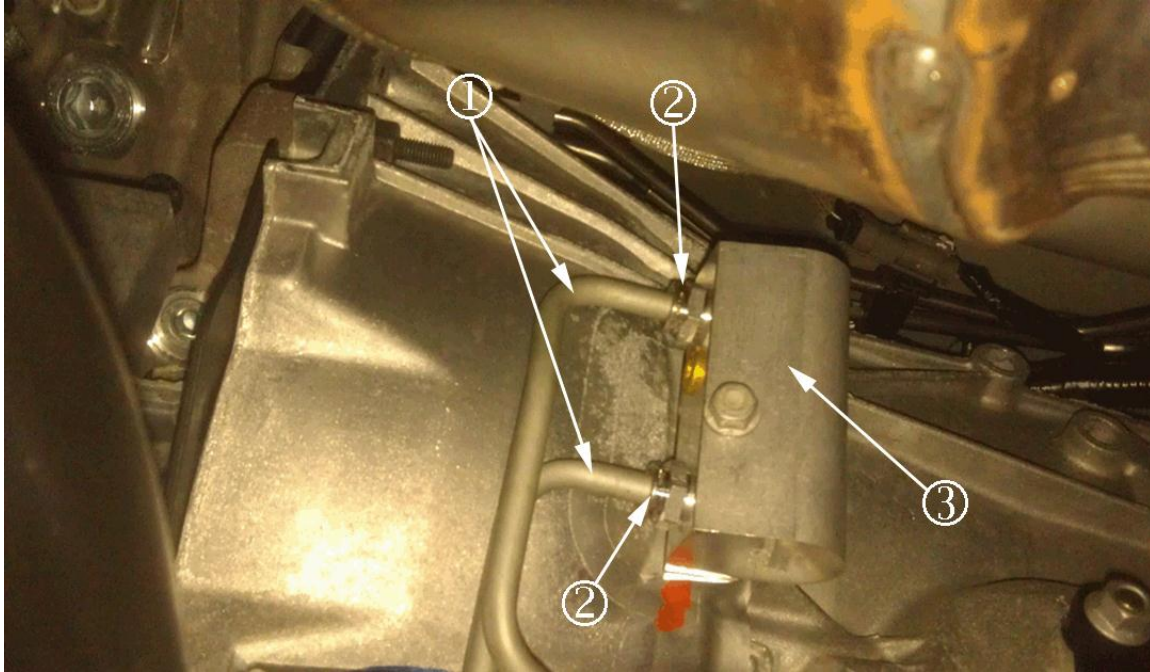
Important: It is estimated that 10 or fewer involved vehicles will require replacement of the transmission oil cooler lines. Please order parts accordingly.

Part Number	Description	Quantity/Vehicle
23141324	PIPE, TRANS FLUID CLR INL & OTLT (all V8 and all utility vehicles)	1 (if req'd)
23135704	PIPE, TRANS FLUID CLR INL & OTLT (V6 built on or before 7/14/13)	1 (if req'd)
23141325	PIPE, TRANS FLUID CLR INL & OTLT (V6 built on or after 7/15/13)	1 (if req'd)
88861037 - US 19264717 - CN	FLUID, A/TRANS(DEXRON 6)	As Needed

SERVICE PROCEDURE

Notice: Ten or fewer vehicles are expected to require replacement of the transmission fluid cooler inlet and outlet pipes.

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

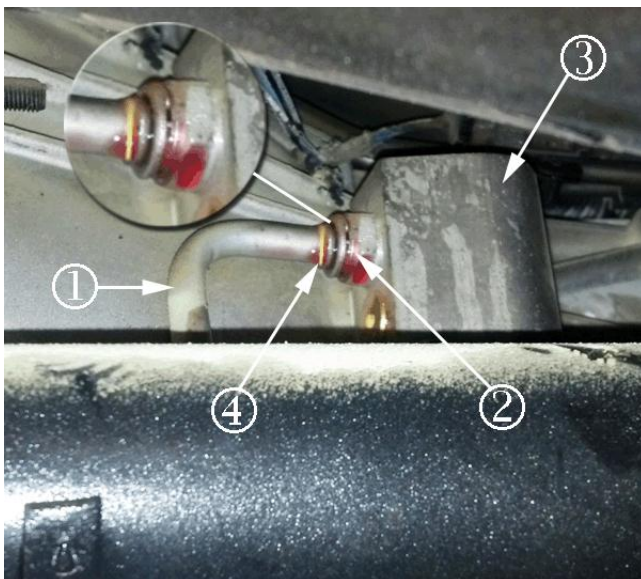


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(1) Transmission Cooler Lines (2) Quick Connect Fittings (3) Thermal Bypass Valve

2. Inspect the transmission cooler lines where they connect to the thermal bypass valve.

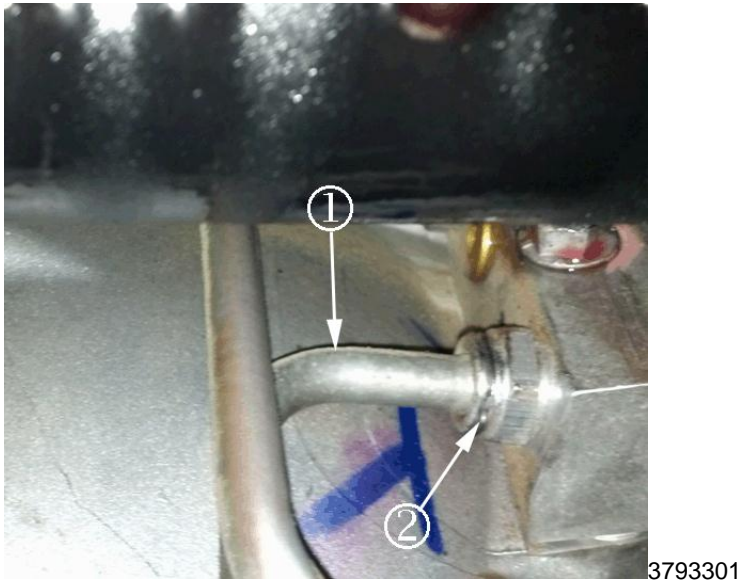
2.1 Determine if the upper and lower transmission cooler lines are installed correctly by performing a visual inspection of the transmission cooler line connections into the thermal bypass valve.



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Photograph shows a fluid leak at the quick connect fitting (2) of the transmission cooler line (1) and thermal bypass valve (3).

- 2.2. Inspect the area around the thermal bypass valve (3) and the end of the transmission cooler line (1) for evidence of a fluid leak.

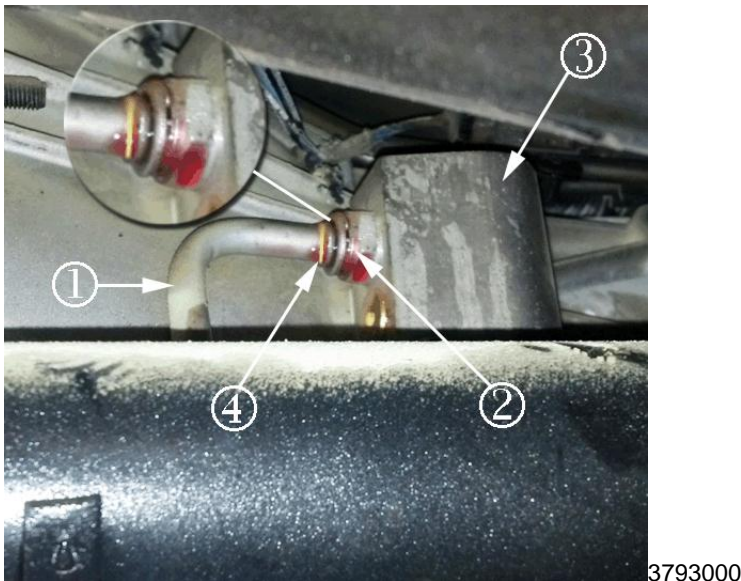


The transmission cooler line (1) is fully seated into the thermal bypass valve. Notice that a yellow line is NOT present and there is no evidence of a fluid leak.

- 2.3 Ensure the transmission cooler lines (1) are fully seated into the thermal bypass valve (3).

Note: The yellow band should not be visible above the top of the fitting itself. If it is visible above the top of the fitting, then the pipe is not fully inserted and seated, refer to illustration.

- 2.4 Determine if a yellow mark is present at the end of the transmission cooler line at the quick connect fitting.
- If a yellow mark is not present, proceed to step 2.5.



The transmission cooler line (1) is NOT fully seated into the thermal bypass valve. Notice that a yellow line (4) is present and there is evidence of a fluid leak.

Note: The yellow band should not be visible above the top of the fitting itself. If it is visible above the top of the fitting, then the pipe is not fully inserted and seated, refer to illustration.

- If a yellow mark (4) is present, remove and replace the transmission cooler line with a new line. Refer to *Transmission Fluid Cooler Inlet and Outlet Pipe Replacement* in SI.

- 2.5 Using your hands, firmly pull on the ends of the transmission cooler lines to verify a good connection between the transmission cooler lines and the thermal bypass valve, and then perform a visual inspection to verify the connection. Pull the transmission cooler lines toward the front of the vehicle. The transmission cooler line should NOT pull out of the fitting.
- If the upper and lower transmission cooler lines are installed correctly, no further action is required. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
 - If an upper or lower transmission cooler line is installed incorrectly, remove and replace the transmission cooler line with a new line. Refer to *Transmission Fluid Cooler Inlet and Outlet Pipe Replacement* in SI.

COURTESY TRANSPORTATION – For US and Canada

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.

Note: If replacement of the transmission oil cooler lines is required, submit a warranty transaction under normal warranty, using the published time in the Labor Time Guide

Labor Code	Description	Labor Time
9100457	Inspect Transmission Cooler Lines	0.3

CUSTOMER NOTIFICATION – For US and Canada

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

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

DEALER RECALL RESPONSIBILITY – For US and Export (US States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

DEALER RECALL RESPONSIBILITY – All

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.



May 2014

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in 2014 model year Chevrolet Silverado Light Duty Regular Cab, Double Cab, Crew Cab 1500 Series and 2015 model year Suburban and Tahoe; GMC 2014 model year Sierra Regular Cab, Double Cab, Crew Cab 1500 Series and 2015 model year Yukon and Yukon XL vehicles equipped with a 6-Speed Automatic Transmission. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

I M P O R T A N T

- This notice applies to your 2014 model year Chevrolet Silverado Light Duty Regular Cab, Double Cab, Crew Cab 1500 Series or 2015 model year Suburban and Tahoe; GMC 2014 model year Sierra Regular Cab, Double Cab, Crew Cab 1500 Series or 2015 model year Yukon and Yukon XL vehicles equipped with a 6-Speed Automatic Transmission, **VIN** _____
- Your vehicle is involved in GM safety recall 14121.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Your vehicle may have a transmission oil cooler line that is not securely seated in the fitting. If the line is not securely seated and transmission oil leaks from the fitting, the oil could contact a hot surface and result in a vehicle fire.

What will we do?

Your GM dealer will inspect the connection and repair it, if necessary. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection time of approximately 20 minutes. An additional one hour may be required if the inspection determines the transmission oil cooler lines require replacement.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact 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	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 14V152.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jim Moloney
General Director,
Customer and Relationship Services

GM Recall #14121