



Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: Fuel Transfer Pump Malfunction

MODELS: 2012-2013 Chevrolet Silverado Chassis Cab
2012-2013 GMC Sierra Chassis Cab
Equipped with 6.6L Diesel Engine (LML/LGH) and Dual Fuel Tanks (N2N)

This bulletin has been revised to include a copy of the customer letter. Please discard all copies of bulletin 13420.

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.

CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2012-2013 model year Chevrolet Silverado and GMC Sierra chassis cab vehicles, equipped with a 6.6L diesel engine (LML/LGH) and dual fuel tanks (N2N). The transfer pump, which moves fuel from the rear tank to the front tank, may malfunction. This malfunction could cause the fuel gauge to indicate an inaccurate reading, illuminate the Service Engine Soon lamp, reduce engine power, prevent the vehicle from starting, or cause the vehicle to stall. If the vehicle stalls, it could increase the risk of a crash.

CORRECTION

Dealers are to inspect the manufacture date of the fuel transfer pump and, if necessary, replace the fuel transfer pump.

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.

Part Number	Description	Quantity/Vehicle
23484681	PUMP, FUEL (ELEC)	1 (if req'd)
22514722	SEAL, FUEL FEED PIPE(O RING) (merch pkg of 10)	2 (if req'd)

SERVICE PROCEDURE

1. Remove the fuel transfer pump. Refer to *Fuel Pump Replacement (Auxiliary Tank, Balance) in SI*.



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2. Determine the fuel transfer pump date code. Locate the 4 digit date code number (2) that is below the part number (1). Replace any fuel transfer pumps with the following date code numbers: 0612 – 3662 or 0013 – 1213. The first three numbers are the Julian date of the year and the last number is the year. Example: 0612 = 3/1/12.

Note: There are two O-rings – one on each of the fuel lines that connect to the pump. The fuel line O-rings may be re-used if they are NOT damaged. Inspect the fuel line O-rings for damage or contamination. Replace the O-rings as necessary.

3. Install the new or inspected OK fuel transfer pump. Refer to *Fuel Pump Replacement (Auxiliary Tank, Balance) in SI*.

4. **CALIFORNIA, CONNECTICUT, DELAWARE, 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, Delaware, 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, and then click on the DWD Store link. Request Item Number S-1015 when ordering.



CUSTOMER REIMBURSEMENT - For US

Customer requests for reimbursement of previously paid repairs for the recall condition are to be submitted to the dealer by June 30, 2015, unless otherwise specified by state law. If this is not convenient for the customer, they may mail the completed Customer Reimbursement Request Form and all required documents to the GM Customer Assistance Center.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

When a customer requests reimbursement, they must provide the following:

- A completed Customer Reimbursement Request Form. This form is mailed to the customer or can be obtained through GM GlobalConnect.
- The name and address of the person who paid for the repair.
- Paid receipt confirming the amount of the repair expense, a description of the repair, and the person or entity performing the repair.

IMPORTANT: GM requires dealers to approve or deny a reimbursement request within 30 days of receipt. If a reimbursement request is approved, the dealer should immediately issue a check to the customer and submit an appropriate warranty transaction for the incurred expense. If a reimbursement request is denied, the dealer MUST provide the customer with a clear and concise explanation, in writing, as to why the request was denied. The bottom portion of the Customer Reimbursement Request Form may be used for this purpose. If the denial was due to missing documents, the customer can resubmit the request when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Warranty transactions for customer reimbursement of previously paid repairs are to be submitted as required by GM Global Warranty Management. Additional information can also be found in Warranty Administration Bulletin 11-00-89-004.

CUSTOMER REIMBURSEMENT - For Canada and Export

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by June 30, 2015.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

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.

Labor Code	Description	Labor Time	Net Item
9100296	Fuel Transfer Pump Inspection – No Further Action Req'd	0.5	N/A
9100297	Fuel Transfer Pump Replacement (inc. inspect)	0.5	N/A
9100298*	Customer Reimbursement Approved	0.2	**
9100299*	Customer Reimbursement Denied - For US dealers only	0.1	N/A

* Customer reimbursement will not close this recall. The service procedure must also be performed on the vehicle. To avoid having to "H" route this transaction for approval, it must be submitted prior to the repair transaction.

** The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this recall on their vehicle.

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.

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. 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 requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2012-2013 model year Chevrolet Silverado and GMC Sierra chassis cab vehicles, equipped with a 6.6L diesel engine and dual fuel tanks. 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 2012-2013 model year Chevrolet Silverado or GMC Sierra equipped with a 6.6L diesel engine and dual fuel tanks, **VIN** _____.
- Your vehicle is involved in GM safety recall 13420.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The transfer pump, which moves fuel from the rear tank to the front tank, may malfunction. This malfunction could cause the fuel gauge to indicate an inaccurate reading, illuminate the Service Engine Soon lamp, reduce engine power, prevent the vehicle from starting, or cause the vehicle to stall. If the vehicle stalls, it could increase the risk of a crash.

What will we do?

Your GM dealer will inspect the manufacture date of the fuel transfer pump and, if necessary, replace the pump. 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 and, if necessary, replacement time of approximately 30 minutes.

What should you do?

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

California Residents: The state of California requires the completion of recalls on emission related parts prior to vehicle registration renewal. In addition, the state requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **no-charge** recall, your vehicle may be more likely to fail this test. At the time of the recall completion, your dealer will issue you a "Proof of Correction Certificate". Keep this certificate and, if required, present it to the Department of Motor Vehicles when renewing your registration as proof of recall completion.

Did you already pay for this repair? Even though you may have already had this condition corrected, you will still need to take your vehicle to your dealer for an inspection of the fuel transfer pump. If you have paid for repairs for the recall condition, please complete the enclosed form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by June 30, 2015, unless state law specifies a longer reimbursement period.

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 13V615.

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

Enclosure
GM Recall #13420