



# Service Bulletin

File in Section: -

Bulletin No.: PIE0273

Date: January, 2014

## PRELIMINARY INFORMATION

**Subject:** Engineering Information – Engine Oil Leak at Lower Oil Pan

**Models:** 2013 Chevrolet Express, Silverado  
2013 GMC Savana, Sierra  
Equipped with 6.6L Duramax® Diesel Engine (RPO LGH or LML)

**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 the latest version of Service Bulletin 04-00-89-053 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 comment on an oil leak under the front of the vehicle.

Further inspection will reveal the leak to be engine oil and indicate that the leak is coming from the seam between the lower oil pan and the upper oil pan.

### 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

**Important:** DO NOT attempt to repair or disrupt the sealing interfaces prior to calling.

If the leak is engine oil and it is determined to be coming from the seam between the lower oil pan and the upper oil pan, please contact the engineer listed below for additional instructions. Depending on the location of the vehicle, the engineer may want to visit the dealership to gather break away torque measurements on the lower oil pan bolts and to examine the condition of the sealing surfaces after disassembly.

If the engineer is unable to visit the dealership, digital pictures of the leak area may be requested. If pictures are requested, they should be sent using the Field Reporting Process. Submit a report as outlined in the latest version of Corporate Bulletin Number 02-00-89-002 (U.S. Dealers) or 10-00-89-006 (Canada Dealers). The report must include the PIE number for warranty claim payment.

### Contact Information

Engineer Name	Phone Number
Matt Defever	248-982-7587

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
4080228*	Engineering Information – Engine Oil Leak at Lower Oil Pan	0.4 hr
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		