



# Service Bulletin



## SPECIAL COVERAGE

**SUBJECT: Special Coverage Adjustment – EGR Cooler Bypass Valve**

**MODELS: 2011 Chevrolet Silverado 3500 HD  
2011 GMC Sierra 3500 HD  
Equipped with Duramax Diesel Engine (RPO LML)**

### CONDITION

On some 2011 model year Chevrolet Silverado 3500 HD or 2011 GMC Sierra HD vehicles, the Service Engine Soon Light may illuminate due to an inoperative Exhaust Gas Recirculation (EGR) cooler bypass valve.

### SPECIAL COVERAGE ADJUSTMENT

This special coverage covers the condition described above for a period of 10 years or 120,000 miles (193,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

Dealers are to replace the EGR cooler bypass valve. The repairs will be made at no charge to the customer.

For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after October 14, 2014 are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to October 14, 2014 must be submitted to the Service Contract provider.

### VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Applicable Warranties section 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.

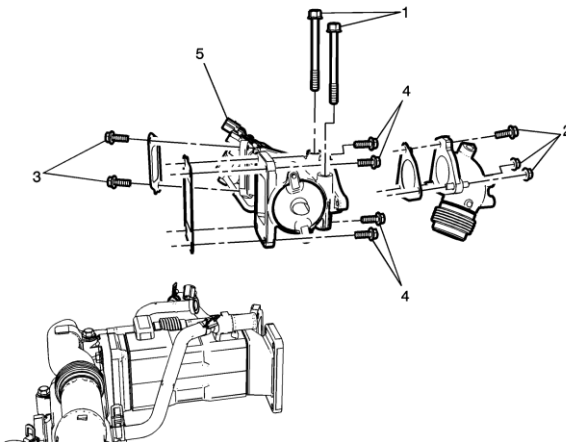
**PART INFORMATION**

Parts required to complete this special coverage are to be obtained from General Motors Customer Care and Aftersales (GMCC&A).

Part Number	Description	Quantity/Vehicle
12639421	Valve Assembly – EGR Cooler Bypass	1
98065519	Gasket, EGR Manifold	1
98065520	Gasket, EGR Valve Cooler	1
12346290	Coolant – DEX-COOL 1gal. (3.785L)	3

**SERVICE PROCEDURE**

- Verify that the exhaust gas recirculation cooler bypass valve requires replacement. Refer to the appropriate diagnostic information in SI.
  - If the exhaust gas recirculation cooler bypass valve does NOT require replacement, no further action is required. Inform the customer that any additional diagnosis and repairs are not covered under this special coverage.
  - If the exhaust gas recirculation cooler bypass valve requires replacement, proceed to Step 2.



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- Remove the exhaust gas recirculation cooler bypass valve. Refer to *Exhaust Gas Recirculation Cooler Bypass Valve Replacement* in SI.
- Install a new exhaust gas recirculation cooler bypass valve. Refer to *Exhaust Gas Recirculation Cooler Bypass Valve Replacement* in SI.

**CUSTOMER REIMBURSEMENT - For US**

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer by October 31, 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. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 120,000 miles, whichever occurs first.

**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 October 31, 2015. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 193,000 kilometers, whichever occurs first.

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 ZREG transaction type, unless noted otherwise.

**Note:** To avoid having to "H" route the customer reimbursement transaction for approval, it must be submitted prior to the repair transaction.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Net Item</b>
9900060	Inspect Only (Diagnostics) – No Repair Required	0.1-0.3	N/A
9900061	EGR Cooler Bypass Valve Replacement	8.4	N/A
	ADD: for 4-Wheel Drive	1.3	N/A
9900062	Customer Reimbursement Approved	0.2	*
9900063	Customer Reimbursement Denied - For US dealers only	0.1	N/A

**CUSTOMER NOTIFICATION**

General Motors will notify customers of this special coverage on their vehicles (see copy of customer letter included with this bulletin).

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer/retailer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary Technician  
Certification**

October 2014

Dear General Motors Customer:

As the owner of a 2011 model year Chevrolet Silverado or GMC Sierra 3500 HD vehicle your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2011 model year Chevrolet Silverado and GMC Sierra 3500 HD vehicles, equipped with a Duramax diesel engine, may have a condition where, the Service Engine Soon Light may illuminate due to an inoperative Exhaust Gas Recirculation (EGR) cooler bypass valve.

**Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.**

**What We Have Done:** General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2011 model year Chevrolet Silverado or GMC Sierra 3500 HD vehicle, equipped with a Duramax diesel engine, within 10 years of the date your vehicle was originally placed in service or 120,000 miles (193,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

**What You Should Do:** If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

**Reimbursement:** If you have paid for repairs for the condition described in this letter, please complete the enclosed reimbursement 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 reimbursement 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 October 31, 2015, unless state law specifies a longer reimbursement period.

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	

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

Alicia Boler-Davis  
Senior Vice President,  
Global Quality and Customer Experience

Enclosure  
14353

GM CUSTOMER CARE AND AFTERSALES  
DCS3400  
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 13, 2014

Subject: 14353 – Special Coverage Adjustment  
EGR Cooler Bypass Valve

Models: 2011 Chevrolet Silverado 3500 HD  
2011 GMC Sierra 3500 HD  
Equipped with Duramax Diesel Engine (RPO LML)

To: All Chevrolet and GMC Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and  
Service Director, Parts Manager, New or Used Vehicle Sales  
Manager, and Warranty Administrator

General Motors is releasing Special Coverage Adjustment 14353 today. The total number of U.S. vehicles involved is approximately 25,745. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin in the near future.

**Global Connect (GWM)**

The “Investigate Vehicle History” (IVH) screen will be updated in the near future. 2014.

**Campaign Initiation Detail Report (CIDR)**

The CIDR is not available for Special Coverage Adjustments.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES