



Service Bulletin

PRELIMINARY INFORMATION

Subject: 2010 through 2016 6.6L Duramax Diesel Engine (RPO Codes LGH and LML) Part Number 12638502 PQC Restriction

Models: 2010 - 2016 Chevrolet Express
2010 - 2016 GMC Savana
2011 - 2016 Chevrolet Silverado
2011 - 2016 GMC Sierra
Equipped with the 6.6 Duramax Diesel Engine (RPO codes LML and LGH)

This PI was superseded to update model years. Please discard PIP5088B.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

As part of our ongoing quality improvement efforts the 2010 through 2016 6.6L Duramax Diesel Engine Part number 12638502 has been placed on a parts restriction through the Product Quality Center (PQC). This parts restriction will assist Engineering with product feedback

Your cooperation with this program is greatly appreciated.

Prior to contacting the PQC please fill out the information listed below as accurately and completely as possible.

Recommendation/Instructions

Is the vehicle for personal or commercial use?

If commercial; what type of commercial?:

Has the vehicle been modified with non-production accessories?

If yes, describe modifications:

Are there any signs of abuse or improper maintenance?

If yes, describe abuse:

What is the customer's concern?

What is the point of failure?

Why is the replacement necessary?:

Is the restricted part being requested for customer pay?

Has the ECM calibration verification (per latest version of bulletin 08-06-04-006 for vehicles up to and including 2013 Model Year or Bulletin 14-06-04-003 for 2014 Vehicles and newer) been completed?

Failed Unit Serial #:

Is the failed unit OEM or GOODWRENCH?

If Goodwrench:

What was the date when the current assembly was installed?

What was the mileage when the assembly was installed?

Did the Customer pay a portion of the GOODWRENCH assembly?

What SI diagnosis has been performed?

Are you replacing the unit per your DMA?:

If yes, what is the DMA's name?

DMA's email address:

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.



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