



Bulletin No.: 15288
Date: October 2015

Recall Bulletin

PRODUCT EMISSION RECALL

SUBJECT: Fuel Pump Module Leak

MODELS: 2012-2013 Chevrolet Caprice Police Pursuit
Equipped With 6.0L V8 Engine (RPO L77)

CONDITION

General Motors has decided to conduct a Voluntary Emission Recall involving **certain** 2012-2013 model year Chevrolet Caprice Police Pursuit vehicles equipped with a 6.0L V8 engine (RPO L77). The fuel pump module in these vehicles were not produced to specification and may crack. If this occurs, a fuel odor may be noticed. If the crack becomes large enough, fuel may be observed dripping underneath the vehicle when the engine is running.

CORRECTION

Dealers are to replace the fuel pump module.

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 U.S. dealers through the GM GlobalConnect Recall Reports. 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 program are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Please refer to your “involved vehicles listing” before ordering parts. This part will be on Order Writing control initially and all DRO’s (Daily Replenishment Order) will cancel. Dealers can place orders CSO (Customer Special Order). In emergency situations, a dealer should place a SPAC case and the orders will be processed in the order received.

Part Number	Description	Quantity/Vehicle
13592334	MODULE KIT-F/TNK F/PMP (W/O FUEL LVL SEN)	1
10325852	RING, FUEL SDR RET (151MM OD X 130MM ID)	1
92138973	BOLT, RR SUSP FRAME TO BODY	4
92267162	BOLT/SCREW KIT, PROP SHF (SERVICE KIT - 3 BOLTS/3 NUTS)	2
92066863	SEAL, EXH PIPE	2
11517996	NUT, EXHAUST PIPE CENTRE TO CATALYTIC CONVERTOR	4

SERVICE PROCEDURE

1. Relieve the low side fuel pressure. Refer to *Fuel Pressure Relief* in SI.
2. Disconnect the battery. Refer to *Battery Negative Cable Disconnection and Connection (Primary Battery)* and *Battery Negative Cable Disconnection and Connection (Auxiliary Battery)* in SI.
3. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
4. Drain the fuel tank. Refer to *Fuel Tank Draining* in SI.
5. Remove the right rear tire and wheel assembly.
6. Remove the exhaust from the catalytic converter back.
7. Remove the propeller shaft. Refer to *Propeller Shaft Replacement* in SI.
8. Remove the fuel tank heat shield. Refer to *Fuel Tank Heat Shield Replacement* in SI.

Note: The rear frame only requires lowering approximately 50mm (2 inches) to allow enough access to the fuel tank rear mountings. There is no need to completely remove the rear frame assembly from the vehicle.

- Support the rear frame assembly with a suitable stand in order to lower frame down to gain sufficient access to the rear fuel tank mountings.
 - By allowing rear frame to remain in position prevents the requirement to remove additional/unnecessary components (e.g. rear brakes system) and replace any related consumable fasteners.
9. Lower the rear frame. Refer to *Rear Frame Replacement* in SI.
 10. Remove the fuel tank assembly. Refer to *Fuel Tank Replacement* in SI.
 11. Remove and replace Primary Fuel Tank Module, Refer to *Primary Fuel Tank Replacement* in SI.

12. Install the fuel tank assembly. Refer to *Fuel Tank Replacement* in SI.
13. Raise the frame. Refer to *Rear Frame Replacement* in SI.
14. Install the fuel tank heat shield. Refer to *Fuel Tank Heat Shield Replacement* in SI.
15. Install the propeller shaft. Refer to *Propeller Shaft Replacement* in SI.
16. Install the exhaust from the catalytic converter back.
17. Lower the vehicle.
18. Fill the fuel tank.
19. Connect the battery.
20. Start the engine and check the fuel system for any leaks.
21. Destroy the removed fuel tank module by damaging the housing rendering it unserviceable. Retain parts until called back or listed in the scrapping report for disposal.
22. **FOR CALIFORNIA, CONNECTICUT, DELAWARE, MARYLAND, MASSACHUSETTS, MAINE, OREGON, VERMONT, AND 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

Customer requests for reimbursement of previously paid repairs for the recall condition are to be submitted to the dealer by October 31, 2016, unless otherwise specified by state law. If this is not convenient for the customer, the customer 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.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT 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.

Labor Code	Description	Labor Time	Net Item
9101661	Fuel Pump Primary Module Replacement	3.6	N/A
9101705	Customer Reimbursement Approved	0.2	*
9101706	Customer Reimbursement Denied - For U.S. Dealers Only	0.1	N/A

Note: Customer reimbursement will not close this recall. The service procedure must also be performed on the vehicle.

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

CUSTOMER NOTIFICATION

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

In order to ensure full protection under the emission warranty, and the right to participate in future recalls, the customer notification letter recommends that customers have their vehicles serviced as soon as possible. It also advises that failure to do so could legally be determined to be lack of proper maintenance. The vehicle may fail a state or local emission inspection test if the recall work is not completed.

DEALER RECALL RESPONSIBILITY

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.

When a California emissions recall is completed by a GM dealer, the dealer must provide the vehicle owner a "Proof of Correction Certificate" which the owner may need to present to the California Department Of Motor Vehicles (DMV) when renewing their vehicle registration. Without this correction certificate, the owner may be unable to renew their vehicle registration.

Additional Certificates can be obtained, at no charge, from Dealer Support Materials by ordering on the web from the DWD Store, www.gmdealerworld.com, and then click on the DWD Store link; request GM Item Number 1825 when ordering.



October 2015

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

This notice is sent to inform you that General Motors is conducting a voluntary emission recall that includes your vehicle.

Reason For This Recall: General Motors has decided to conduct a Voluntary Emission Recall involving **certain** 2012-2013 model year Chevrolet Caprice Police Pursuit vehicles equipped with a 6.0L V8 engine. The fuel pump module in these vehicles were not produced to specification and may crack. If this occurs, a fuel odor may be noticed. If the crack becomes large enough, fuel may be observed dripping underneath the vehicle when the engine is running.

What Will Be Done: Your GM dealer will replace your vehicle's fuel pump module. This service will be performed for you at **no charge**.

What You Should Do: Please contact your GM dealer as soon as possible to arrange a service date and to assure parts availability. Instructions for making this correction have been sent to your dealer. Please ask your dealer if you wish to know how much time will be needed to schedule, process, and repair your vehicle.

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
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

Reimbursement: Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. 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, 2016, unless state law specifies a longer reimbursement period.

Emission Law Information: In order to ensure your full protection under the emission warranty made applicable to your vehicle by state and federal law, and your right to participate in future recalls, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could legally be determined to be lack of proper maintenance of your vehicle. Also, your vehicle may fail a state or local emission inspection if this recall is not accomplished.

IMPORTANT MESSAGE FOR CALIFORNIA RESIDENTS

The California Air Resources Board (CARB) requires vehicle emission recalls be completed prior to California registration renewal. Uncorrected emission recalls will result in the inability to renew your California vehicle registration.

At the time of emission recall completion, your California dealer will issue a "Proof of Correction Certificate". Keep this certificate and, if required, present it to the Department of Motor Vehicles when renewing your California registration as proof of recall completion.

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

Jeffrey M. Boyer
Vice President
Global Vehicle Safety

Enclosure
15288

GM CUSTOMER CARE AND AFTERSALES
DCS3794
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 2, 2015

Subject: 15288 - Emission Recall
Fuel Pump Module Leak

Models: 2012-2013 Chevrolet Caprice Police Pursuit
Equipped with 6.0L V8 Engine (RPO L77)

To: All Chevrolet Dealers

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

General Motors is releasing Emission Recall 15288 today. The total number of U.S. vehicles involved is approximately 6,900. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on October 21, 2015.

Global Warranty Management (GWM)

The Investigate Vehicle History screen in GWM will be updated on October 3, 2015.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available on October 14, 2015.

GM CUSTOMER CARE AND AFTERSALES