



Program Bulletin

CUSTOMER SATISFACTION PROGRAM

SUBJECT: Engine Cylinder Head Gasket Leak

MODELS: 2015-2016 Cadillac Escalade ESV
2016 Cadillac Escalade
2015 Chevrolet Silverado LD
2016 Chevrolet Corvette
2015 GMC Sierra LD, Yukon Denali XL
2016 GMC Yukon Denali
Equipped with 6.2L V-8 (RPO L86 and LT1)

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THIS PROGRAM IS IN EFFECT UNTIL NOVEMBER 30, 2017.
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CONDITION

Certain 2016 model year Cadillac Escalade, Escalade ESV, Chevrolet Corvette, GMC Yukon Denali and 2015 Cadillac Escalade ESV, Chevrolet Silverado LD, GMC Sierra LD, and Yukon Denali XL model vehicles equipped with 6.2L engines (RPO L86 and LT1) may have engines built with cylinder head gaskets in which the head gasket stopper ring was off location. The gasket may fatigue over time leading to the possibility of a leak into the combustion chamber after several thousand miles. Possible symptoms include: a check engine light for P0300 Misfire, possible combustion gas leaks to coolant resulting in overheating, over-flowed coolant bottle, milky-colored engine oil in the crankcase, piston scuffing and if the vehicle is continued to be driven in this condition, engine failure.

CORRECTION

Dealers are to replace the left and right side engine head gasket.

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. 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 program 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 program.

PART INFORMATION

Note: Use the Vehicle Identification Number (VIN), SI and the GM Electronic Parts Catalog to determine which part to order.

Parts required to complete this program 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.

Important: Our records indicate a total of 13 vehicles are involved in this Customer Satisfaction Program. Due to the small population of vehicles involved, dealers are encouraged not to order parts for use as shelf stock. Parts should only be ordered when an affected vehicle is presented for repair.

Part Number	Description	Quantity/Vehicle
12657969	Gasket Kit (includes head gaskets, rocker cover gasket, exhaust manifold gaskets, intake gaskets and throttle body gasket)	1
11546959	Cylinder Head Bolt	19
11611976	Cylinder Head Bolt	1
15035747	Catalytic Converter Seal, Left	1
15077362	Catalytic Converter Seal, Right	1
15272179	Catalytic Converter Gasket (Corvette Only)	2
20779890	Catalytic Converter Clamp	1
11518860	Exhaust Manifold Bolt (Corvette Only)	10
11589264	Exhaust Manifold Pipe Stud (Corvette Only)	6
15032594	Catalytic Converter Pipe Nut (Corvette Only)	6
24504031	Oil Indicator Level Seal (Corvette Only)	1
12618336	Intermediate Fuel Feed Pipe	1
12618337	Intermediate Fuel Feed Pipe #2	1
12668553	Fuel Injector Seal Kit	2
12346290 (US) 10953464 (CN)	Coolant, Dex-Cool, gal	4
19259487 (US) 19259784 (CN)	Engine Oil, 0W-20 Dexos1, qt	8

SERVICE PROCEDURE

1. Remove both cylinder heads. Refer to *Cylinder Head Replacement - Left Side* and *Cylinder Head Replacement - Right Side* in SI.
2. Replace both cylinder head gaskets. Refer to *Replacing Engine Gaskets* in SI.

Caution: Use the correct fastener in the correct location. Replacement fasteners must be the correct part number for that application. Do not use paints, lubricants, or corrosion inhibitors on fasteners, or fastener joint surfaces, unless specified. These coatings affect fastener torque and joint clamping force and may damage the fastener. Use the correct tightening sequence and specifications when installing fasteners in order to avoid damage to parts and systems. When using fasteners that are threaded directly into plastic, use extreme care not to strip the mating plastic part(s). Use hand tools only, and do not use any kind of impact or power tools. Fastener should be hand tightened, fully seated, and not stripped.

Caution: This vehicle is equipped with torque-to-yield or single use fasteners. Install a NEW torque-to-yield or single use fastener when installing this component. Failure to replace the torque-to-yield or single use fastener could cause damage to the vehicle or component.

3. Install both cylinder heads. Refer to *Cylinder Head Replacement - Left Side* and *Cylinder Head Replacement - Right Side in SI*.

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
9101836	Cylinder Head Gasket Replacement – Both Sides:		N/A
	-Corvette	14.3	
	-Silverado and Sierra	11.3	
	-Escalade and Yukon	9.9	
	Add: To Fill Cooling System	0.3	N/A
	For Removal of Components to Access Air Conditioning Service Port	0.2	
	To Recover and Recharge R-134a A/C System	0.3	

CUSTOMER NOTIFICATION – For US and Canada

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

DEALER PROGRAM RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repaired per the service procedure of this program bulletin before customers take possession of these vehicles. Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through November 30, 2017.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle 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. Program 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 program enters your vehicle inventory, or is in your facility for service through November 30, 2017, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



November 2015

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

Dear General Motors Customer:

We have learned that your 2016 model year Cadillac Escalade, Escalade ESV, Chevrolet Corvette, GMC Yukon Denali and 2015 Cadillac Escalade ESV, Chevrolet Silverado LD, GMC Sierra LD, and Yukon Denali XL model vehicles equipped with 6.2L engines may have engines built with cylinder head gaskets in which the head gasket stopper ring was off location. The gasket may fatigue over time leading to the possibility of a leak into the combustion chamber after several thousand miles. Possible symptoms include: a check engine light for P0300 Misfire, possible combustion gas leaks to coolant resulting in overheating, over-flowed coolant bottle, milky-colored engine oil in the crankcase, piston scuffing and if the vehicle is continued to be driven in this condition, engine failure.

Your satisfaction with your GM vehicle is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will replace the left and right side engine head gasket. This service will be performed for you at **no charge until November 30, 2017**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any 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)
Cadillac	1-800-458-8006	1-800-833-2622
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 sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Terry M. Inch
Executive Director
Global Connected Customer Experience

GM CUSTOMER CARE AND AFTERSALES
DCS3804
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 13, 2015

Subject: 15638 - Customer Satisfaction Program
Engine Cylinder Head Gasket Leak

Models: 2015-2016 Cadillac Escalade ESV
2016 Cadillac Escalade
2015 Chevrolet Silverado LD
2016 Chevrolet Corvette
2015 GMC Sierra LD, Yukon Denali XL
2016 GMC Yukon Denali
Equipped with 6.2L V-8 (RPO L86 and LT1)

To: All Cadillac, 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 Customer Satisfaction Program 15638 today. The total number of U.S. vehicles involved is approximately 13. 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. A list of involved vehicles in dealer inventory is attached to this message.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available in the near future.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES