



Service Bulletin



SPECIAL COVERAGE

SUBJECT: Special Coverage Adjustment – Transmission Oil Cooler Line Fluid Leak

**MODELS: 2008 Chevrolet Silverado HD Diesel
2008 GMC Sierra HD Diesel
Equipped with Allison 6 Speed Automatic Transmission (RPO MW7)**

CONDITION

Some 2008 model year Chevrolet Silverado HD and GMC Sierra HD diesel powered vehicles equipped with a 6 speed automatic transmission (RPO MW7), may have a condition in which increased transmission oil cooling circuit pressure may cause transmission fluid to weep or leak. This loss of fluid occurs near the transmission cooler at the crimp joints on the metal ends of the cooler line where it joins the rubber hose. The increased oil cooling circuit pressure is experienced during vehicle operation at extreme low outdoor temperatures.

SPECIAL COVERAGE ADJUSTMENT

This special coverage covers the condition described above for a period of 10 years or 150,000 miles (240,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

Dealers are to inspect the transmission oil cooler lines and replace if leaking. 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 January 06, 2015 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 January 06, 2015 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
20835123	PIPE ASM-TRANS FLUID CLR LWR	1
20835125	PIPE ASM-TRANS FLUID CLR UPR	1

SERVICE PROCEDURE

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

Note: If the customer comments about a transmission fluid leak or there is evidence of a fluid leak between the hose and the crimp joint near the auxiliary cooler, replace the transmission fluid cooler inlet and outlet hose/pipe.

2. Determine if the transmission fluid cooler hose/pipes are weeping or leaking fluid between the hose and the crimp joint near the auxiliary cooler.

- If the transmission fluid cooler hose/pipes are weeping or leaking fluid between the hose and the crimp joint near the auxiliary cooler, replace the inlet and outlet transmission fluid cooler hose/pipes. Proceed to step 3.
- If the transmission fluid cooler hose/pipes are NOT weeping or leaking fluid between the hose and the crimp joint near the auxiliary cooler, no further action is required.

3. Remove and replace the inlet and outlet transmission fluid cooler hose/pipes. Refer to *Transmission Fluid Cooler Hose/Pipe Replacement* in SI.

4. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* 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 January 31, 2016 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 150,000 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 January 31, 2016. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 240,000 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.

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.*

Labor Code	Description	Labor Time	Net Item
9900106	Transmission Cooler Hose/Pipe Inspection Only, No Further Action Req.	0.3	N/A
9900107	Transmission Cooler Hose/Pipe Replacement (Includes Inspection)	2.3	N/A
9900108	Customer Reimbursement Approved	0.2	*
9900109	Customer Reimbursement Denied - For US dealers only	0.1	N/A

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

CUSTOMER NOTIFICATION

General Motors will notify customers of this special coverage on their vehicles (see copy of typical customer letter included with this bulletin - actual divisional letter may vary slightly).



January 2015

Dear General Motors Customer:

As the owner of a 2008 model year Chevrolet Silverado HD or GMC Sierra HD diesel powered vehicle equipped with a 6 speed automatic transmission, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2008 model year Chevrolet Silverado HD or GMC Sierra HD vehicles equipped with a 6 speed automatic transmission may have a condition in which increased transmission oil cooling circuit pressure may cause transmission fluid to weep or leak. This loss of fluid occurs near the transmission cooler at the crimp joints on the metal ends of the cooler line where it joins the rubber hose. The increased oil cooling circuit pressure is experienced during vehicle operation at extreme low outdoor temperatures.

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 2008 model year Chevrolet Silverado HD or GMC Sierra HD within 10 years of the date your vehicle was originally placed in service or 150,000 miles (240,000 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 January 31, 2016, 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 S. Boler-Davis
Sr. Vice President
Global Quality & Customer Experience

Enclosure
14308

GM CUSTOMER CARE AND AFTERSALES
DCS3489
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 06, 2015

Subject: 14308 – Special Coverage Adjustment
Transmission Oil Cooler Line Fluid Leak

Models: 2008 Chevrolet Silverado HD Diesel
2008 GMC Sierra HD Diesel
Equipped with Allison 6 Speed Automatic Transmission (MW7)

To: All Chevrolet and GMC Dealers

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

General Motors is releasing Special Coverage Adjustment 14308 today. The total number of U.S. vehicles involved is approximately 109,785. Please see the attached bulletin for details.

Customer Letter Mailing

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

Global Connect (GWM)

The “Investigate Vehicle History” (IVH) screen will be updated January 6, 2015.

Campaign Initiation Detail Report (CIDR)

The CIDR is not available for Special Coverage Adjustments.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES