



# Service Bulletin

## SPECIAL COVERAGE

**SUBJECT:** Special Coverage Adjustment – Fuel Tank Inlet Check Valve Fracture

**MODELS:** 2004 Buick Rainier  
2003-2004 Chevrolet SSR  
2002-2004 Chevrolet TrailBlazer, TrailBlazer EXT  
2002-2004 GMC Envoy, Envoy XL  
2004 GMC Envoy XUV  
2002-2004 Oldsmobile Bravada

**Vehicles involved in Special Coverage 07099 have been transferred to Special Coverage 14423. Special Coverage 07099 has been closed.**

### CONDITION

Some 2004 model year Buick Rainier, 2003-2004 model year Chevrolet SSR, 2002-2004 model year Chevrolet TrailBlazer, Chevrolet TrailBlazer EXT, GMC Envoy, GMC Envoy XL, and Oldsmobile Bravada, and 2004 model year GMC Envoy XUV vehicles contain a fuel tank inlet check valve (ICV) that could fracture. The ICV is located above the full fuel level. A fractured ICV could allow fuel vapors to pass through and droplets of fuel to accumulate on the side of the fuel tank as it passes over the fracture during refueling. If the ICV fractures, the vehicle's Service Engine Soon (SES) light may illuminate, and the owner may notice a fuel odor and/or a few drops of fuel on the ground when refueling the vehicle.

### SPECIAL COVERAGE ADJUSTMENT

This special coverage covers the condition described above for a period of 15 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 replace the fuel tank. 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 November 2, 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 November 2, 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 recall 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.

Part Number	Description	Quantity/Vehicle
15077622	Tank, Fuel (18.7 gal.)	1
15229311	Tank, Fuel (21 gal. w/o filter)	1
15231628	Tank, Fuel (21 gal. w /filter)	1
15229310	Tank, Fuel (Ext Wheelbase/SSR)	1
15034832	Seal, Fuel Sender	1
15734494*	Ring, Fuel Sender	1 (if required)
11516975	Screw ASM – Metric Hex HD Mach & Conical	2
11610236	Clamp ASM, F/TNK Fil Hose	1
19206124*	Fuel Tank Fuel Pump (Includes Level Sensor) Module Kit – Standard Wheelbase	1 (if required)
19206120*	Fuel Tank Fuel Pump (Includes Level Sensor) Module Kit – Extended Wheelbase	1 (if required)

**\*Note:** The fuel sender/fuel pump and ring may require replacement because of corrosion. If the fuel sender/fuel pump requires replacement, determine if the vehicle has an extended wheelbase or a standard wheelbase. There are two fuel sender kits listed in the parts section. One kit is for vehicles with a standard wheelbase and the other is for vehicles with an extended wheelbase. Only one of the two fuel sender kits is required to complete the repair.

SERVICE PROCEDURE

1. Inspect the fuel tank for a leak at the fuel tank inlet check valve (ICV). Refer to *Fuel Tank Leak Test* in the Diagnostic Information and Procedures section of SI.
  - If the fuel tank 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.

**Note:** The fuel sender/fuel pump and ring may require replacement because of corrosion. If the fuel sender/fuel pump requires replacement, determine if the vehicle has an extended wheelbase or a standard wheelbase. There are two fuel sender kits listed in the parts section. One kit is for vehicles with a standard wheelbase and the other is for vehicles with an extended wheelbase. Only one of the two fuel sender kits is required to complete the repair.

- If a fuel leak is present at the fuel tank ICV, replace the fuel tank. Refer to *Fuel Tank 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 November 30, 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. Repairs must have occurred within the 15 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 November 30, 2016. Repairs must have occurred within the 15 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.*

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Net Item</b>
9900144	Inspect Fuel Tank – No ICV Fracture Found	0.1-0.3	N/A
9900145	Inspect and Replace Fuel Tank	2.3	N/A
9900146	Customer Reimbursement Approved	0.2	*
9900147	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).



November 2015

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

As the owner of a 2004 model year Buick Rainier, 2003-2004 model year Chevrolet SSR, 2002-2004 model year Chevrolet TrailBlazer, Chevrolet TrailBlazer EXT, GMC Envoy, GMC Envoy XL, or Oldsmobile Bravada, or 2004 model year GMC Envoy XUV, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2004 model year Buick Rainier, 2003-2004 model year Chevrolet SSR, 2002-2004 model year Chevrolet TrailBlazer, Chevrolet TrailBlazer EXT, GMC Envoy, GMC Envoy XL, and Oldsmobile Bravada, and 2004 model year GMC Envoy XUV vehicles may contain a fuel tank inlet check valve (ICV) that could fracture. The ICV is located above the full fuel level. A fractured ICV could allow fuel vapors to pass through and droplets of fuel to accumulate on the side of the fuel tank as it passes over the fracture during refueling. If the ICV fractures, the vehicle's Service Engine Soon (SES) light may illuminate, and you may notice a fuel odor and/or a few drops of fuel on the ground when refueling the vehicle.

**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 2004 model year Buick Rainier, 2003-2004 model year Chevrolet SSR, 2002-2004 model year Chevrolet TrailBlazer, Chevrolet TrailBlazer EXT, GMC Envoy, GMC Envoy XL, or Oldsmobile Bravada, or 2004 model year GMC Envoy XUV within 15 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 November 30, 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)
Buick	1-800-521-7300	1-800-832-8425
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Oldsmobile	1-800-442-6537	1-800-833-6537
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.

Terry M. Inch  
Executive Director  
Global Connected Customer Experience

Enclosure  
14423

GM CUSTOMER CARE AND AFTERSALES  
DCS3831  
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 2, 2015

Subject: 14423 – Special Coverage Adjustment  
Fuel Tank Inlet Check Valve Fracture

Models: 2004 Buick Rainer  
2003-2004 Chevrolet SSR  
2002-2004 Chevrolet TrailBlazer, TrailBlazer EXT  
2002-2004 GMC Envoy, Envoy XL  
2004 GMC Envoy XUV  
2002-2004 Oldsmobile Bravada

To: All General Motors 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 Special Coverage Adjustment 14423 today. The total number of U.S. vehicles involved is approximately 1,339,000. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on November 2, 2015.

**Global Connect (GWM)**

The “Investigate Vehicle History” (IVH) screen will be updated November 2, 2015.

**Campaign Initiation Detail Report (CIDR)**

The CIDR is not available for Special Coverage Adjustments.