



Service Bulletin

SPECIAL COVERAGE

SUBJECT: Special Coverage Adjustment – MIL Lamp On / Glow Plug Heater Inoperative

MODELS: 2010-2012 Chevrolet Express
2011-2012 Chevrolet Silverado HD
2010-2012 GMC Savana
2011-2012 GMC Sierra HD
Equipped with 6.6L Duramax Diesel Engine (RPO LML, LGH)

CONDITION

On some 2010-2012 model year Chevrolet Silverado HD and GMC Sierra HD or 2011-2012 Chevrolet Express and GMC Sierra HD vehicles equipped with a 6.6L Duramax Diesel engine (RPO LML, LGH) the malfunction indicator lamp (MIL) may illuminate due to a condition with the glow plugs. When diagnosed, replacement of one of the engines glow plugs may be required. No drivability issues are generally associated with this issue, but harder starting in cold ambient temperatures may be noted.

SPECIAL COVERAGE ADJUSTMENT

This special coverage covers the condition described above for a period of 10 years or 120,000 miles (193,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

Dealers are to replace the affected glow plug. 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 July 8, 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 July 8, 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
12639701	Glow Plug	1 (as req'd)

SERVICE PROCEDURE

Using a scan tool, verify that a glow plug requires replacement. Refer to the appropriate diagnostic information in SI.

- If a glow plug 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.
- If a glow plug requires replacement, discard the glow plug and replace it with a new one. Refer to *Glow Plug Replacement – Bank 1* or *Glow Plug Replacement – Bank 2* 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 July 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. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 120,000 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 July 31, 2016. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 193,000 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.

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 ZREG transaction type, unless noted otherwise.

For Use With Vehicles <u>Still Covered</u> Under Applicable New Vehicle Limited Warranties			
Labor Code	Description	Labor Time	Net Item
4029929	Engine Malfunction Indicator Lamp (MIL) Active - Customer Concern Not Duplicated (CCND)	0.1-0.3	N/A
4020350	Glow Plug Replacement		N/A
	One Side (Chevrolet Express or GMC Savana)	1.2	
	Both Sides (Chevrolet Express or GMC Savana)	1.6	
	Bank 1 (Chevrolet Silverado or GMC Sierra)	0.8	
	Bank 2 (Chevrolet Silverado or GMC Sierra)	0.6	

Note: For reimbursements on vehicles covered under warranty, refer to the Policies and Procedures Manual.

For Use With Vehicles No Longer Covered Under Applicable New Vehicle Limited Warranties

Labor Code	Description	Labor Time	Net Item
9900195	Glow Plug Does Not Require Replacement --- No Further Action Required	0.1-0.3	N/A
9900196	Glow Plug Replacement		
	Chevrolet Express or GMC Savana Bank 1 or Bank 2	1.2	N/A
	Chevrolet Express or GMC Savana Bank 1 and Bank 2	1.6	N/A
	Chevrolet Silverado or GMC Sierra Bank 1	0.8	N/A
	Chevrolet Silverado or GMC Sierra Bank 2	0.6	N/A
	Chevrolet Silverado or GMC Sierra Bank 1 and Bank 2	1.3	N/A
9900197	Customer Reimbursement Approved	0.2	**
9900198	Customer Reimbursement Denied - For US dealers only	0.1	N/A

Note: To avoid having to "H" route the customer reimbursement transaction for approval, it must be submitted prior to the repair transaction.

** 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).



July 2015

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

Dear General Motors Customer:

As the owner of a 2010-2012 model year Chevrolet Silverado HD and GMC Sierra HD and 2011-2012 Chevrolet Express or GMC Sierra HD vehicles equipped with a 6.6L Duramax Diesel engine (RPO LML, LGH) your satisfaction with our product is very important to us.

This letter is intended to make you aware that on some 2010-2012 model year Chevrolet Silverado HD and GMC Sierra HD and 2011-2012 Chevrolet Express or GMC Sierra HD vehicles equipped with a 6.6L Duramax Diesel engine, the malfunction indicator lamp (MIL) may illuminate. When diagnosed, replacement of one of the engine glow plugs may be indicated. No drivability issues are generally associated with this issue, but harder starting in cold ambient temperatures may be noted

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 2010-2012 model year Chevrolet Silverado, Chevrolet Express, GMC Sierra, or Savana, within 10 years of the date your vehicle was originally placed in service or 120,000 miles (193,000 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 July 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
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 Connected Customer Experience

15114

GM CUSTOMER CARE AND AFTERSALES
DCS3712
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 8, 2015

Subject: 15114 – Special Coverage Adjustment
MIL Lamp On / Glow Plug Heater Inoperative

Models: 2010-2012 Chevrolet Express
2011-2012 Chevrolet Silverado HD
2010-2012 GMC Savana
2011-2012 GMC Sierra HD
Equipped with 6.6L Duramax Diesel Engine (RPO LML, LGH)

To: All 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 Special Coverage Adjustment 15114 today. The total number of U.S. vehicles involved is approximately 144,407. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin the fourth week of July 2015.

Global Connect (GWM)

The “Investigate Vehicle History” (IVH) screen will be updated July 9, 2015.

Campaign Initiation Detail Report (CIDR)

The CIDR is not available for Special Coverage Adjustments.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES