



Service Bulletin

File in Section: -

Bulletin No.: 16-NA-274

Date: September, 2016

INFORMATION

Subject: Fleet Action Center (FAC) Labor Operation Restrictions and Repair Restrictions for US Medium Duty Dealers

Attention: US Medium Duty Dealers - Effective immediately, all of the repairs listed in the Restricted Repairs section below will require you to contact the Fleet Action Center (FAC) prior to warranty repairs being performed.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Low Cab Forward Medium Duty 3500-5500	2016	2017			All	All

Involved Region or Country	United States
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Important Instructions Involving the Fleet Action Center (FAC):

On 2016 and newer Chevrolet 3500, 4500 or 5500 Low Cab Forward Medium Duty Trucks, if you are working on any items listed in the **Restricted Repairs** section below, then you **MUST** contact your Service Operations Manager (SOM) representative at FAC for authorization at (800) 353-3867, **prompt #4** prior to ordering any parts.

Restricted Repairs

Important: Failure to contact the Fleet Action Center (FAC) for repair authorization prior to replacement of any of these parts will result in non-payment of the warranty transaction.

The restricted repairs would include:

- Engine Replacement
- Transmission Assembly
- Fuel Injectors
- Control Modules
- Turbocharger Assembly
- Catalytic Converter
- SCR (Selective Catalyst Reduction) Assembly
- SCR Catalyst
- DPF (Diesel Particulate Filter) Filter
- A/C Compressor
- Radio Replacement
- Paint Repairs
- Corrosion Repairs

- Fuel Tank
- Leaf Springs
- Diesel Automatic Transmission Oil Pan and/or Gasket
- Fuel Filters
- Belt Replacement

Please have the following information ready when calling FAC for authorization. Depending on the concern, FAC may require additional information.

1. The part number of the component that is currently in the vehicle.
2. The Vehicle Identification Number (VIN).
3. Diagnostic test results.
4. Related software/calibration numbers.

Labor Descriptions and Labor Codes

Labor Descriptions	Labor Codes
Engine Replacement	J1840, J1840T
Transmission Assembly	K7000
Fuel Injectors	J59261 ~ 4
Control Modules	K6517, J6360, others TBD
Turbocharger Assembly	J5860
Catalytic Converter	L2300

SCR assembly	L3030
SCR Catalyst	L3050
DPF filter	L2295
A/C Compressor	D4440
Radio Replacement	R0760
Paint Repairs	"A" codes
Corrosion Repairs	"S" Codes
Fuel Tank	L1280
Leaf Springs	E3130, E3131, E3137
Diesel A/T Oil Pan and/or Gasket	K6500
Fuel Filters	J5420, L0730
Belt replacement	J0656, J0657

Important Note for Medium Duty Trucks with 6.0L Gasoline Engine and 6L90 Transmission:

For those designated GM dealers who are **REQUIRED** to contact the Product Quality Center (PQC) prior to replacing an assembly, you **MUST** follow the PQC Assembly Replacement Process outlined in the latest version of Corporate Bulletin Number 02-07-30-029 when repairing a Medium Duty truck built with a 6.0L GM gasoline engine and 6L90 transmission. Call the PQC at 1-866-654-7654 prior to replacing an assembly. Engine replacement will also require pre-approval from your Service Operations Manager at FAC.

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Important Note for Medium Duty Trucks with Diesel Engine and Aisin Transmission:

Note: The link referenced below will not be available until late September. Until that time, contact your SOM at FAC for repair review and approval.

For all engine and transmission repairs, the dealer will be required to complete a Request Form via a link on the TIS2WEB home page. The form will be reviewed and a decision made to either repair or replace the assembly. PQC will then forward the form to FAC for final pre-approval of the repair.

Radios Needing Repairs

A separate bulletin will be published explaining radio diagnostic and administrative procedures. Until that time, contact your SOM at the FAC for instructions.

Referral to TAC

After consulting with your SOM, you may need to contact TAC for further diagnosis or assistance, and to allow TAC to create a TAC case.

Global Warranty Transaction Submission

1. For calls to the FAC for the listed parts that result in a referral to TAC, you must have a TAC case number before you can submit the claim to Global Warranty.
2. The dealer must enter the TAC case number in the "correction" comments section of the claim.
3. Other questions regarding the submission of these claims can be answered by your SOM.