

Special Coverage Adjustment

29400 Diesel Emission Fluid Tank Reservoir



Reference Number: N16202940

Release Date: November 2016
Revision: 00

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Cruze	2014	2015	LUZ	2.0L Diesel Engine
Chevrolet	Express	2013	2015	LGH	6.6L Diesel Engine
Chevrolet	Silverado HD	2013	2015	LML	6.6L Diesel Engine
GMC	Savana	2013	2015	LGH	6.6L Diesel Engine
GMC	Sierra HD	2013	2015	LML	6.6L Diesel Engine

Involved vehicles are identified on the Applicable Warranties section in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	On certain 2013-2015 model year Chevrolet Express, Chevrolet Silverado HD, GMC Savana, GMC Sierra HD, and 2014-2015 model year Chevrolet Cruze vehicles that are equipped with a diesel engine (RPO LML/LGH/LUZ), a malfunction-indicator light (MIL) may illuminate due to an offset in the temperature sensor in the diesel-emission-reduction fluid (DEF) tank reservoir or increased DEF tank-heater resistance.
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. For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after November 17, 2016, 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 17, 2016, must be submitted to the Service Contract provider.
Correction	Dealers are to replace the DEF tank reservoir. The repairs will be made at no charge to the customer.

Parts

Quantity	Part Name	Part No.
1	Emission Reduction Fluid Tank Reservoir Kit	23379348
1	Emission Reduction Fluid Tank Reservoir Kit	23379347
1	Emission Reduction Fluid Tank Reservoir Kit	23377881
2 (All Models)	Diesel Exhaust Fluid	19286292 (US) 88865752 (CA)
1 (Express/Savana, Silverado/Sierra HD)	Diesel Exhaust Fluid	19286291 (US) 88865751 (CA)

Note: Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which emission reduction fluid tank reservoir kit to order.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900350	Diagnostic Time Only – No Repair Required	0.1-0.3	ZREG	N/A
9900351	Emission Reduction Fluid Tank Reservoir Replacement:			
	Cruze	0.6	ZREG	N/A
	Express/Savana and 2013-2014 Silverado/Sierra HD	2.2		
	2015 Silverado/Sierra HD	1.5		
	Add: Diagnosis Time: You may claim up to the allowable hours depending on actual time to perform electrical diagnosis	0.3		
9900352	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZREG	*
9900353	Customer Reimbursement Denied – For USA dealers only	N/A	ZREG	**

* For USA and Canada: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the customer in Net/Reimbursement.

** Submit \$10.00 administrative allowance in Net/Admin Allowance.

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Service Procedure

Verify that the emission reduction fluid tank reservoir requires replacement. Refer to the appropriate diagnostic information in SI.

- If the emission reduction fluid tank reservoir 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 the emission reduction fluid tank reservoir requires replacement, replace the emission reduction fluid tank reservoir. Refer to *Emission Reduction Fluid Tank Reservoir Replacement* in SI.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

Customer Notification

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

Customer Reimbursement

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 December 31, 2017. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**

Special Coverage Adjustment

29400 Diesel Emission Fluid Tank Reservoir



November 2016

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

Dear General Motors Customer:

As the owner of a 2013-2015 model year Chevrolet Express, Chevrolet Silverado HD, GMC Savana, GMC Sierra HD, or 2014-2015 model year Chevrolet Cruze vehicle, your satisfaction with our product is very important to us.

This letter is intended to make you aware that certain 2013-2015 model year Chevrolet Express, Chevrolet Silverado HD, GMC Savana, GMC Sierra HD, and 2014-2015 model year Chevrolet Cruze vehicles that are equipped with a diesel engine, a malfunction-indicator light (MIL) may illuminate due to an offset in the temperature sensor in the diesel-emission-reduction fluid (DEF) tank reservoir or increased DEF tank-heater resistance.

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 2013-2015 model year Chevrolet Express, Chevrolet Silverado HD, GMC Savana, GMC Sierra HD, or 2014-2015 model year Chevrolet Cruze vehicle 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 December 31, 2017, 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	1-800-889-2438
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.

Terry M. Inch
Executive Director
Global Connected Customer Experience

Enclosure
29400

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4258
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 17, 2016

Subject: 29400 - Special Coverage
Diesel Emission Fluid Tank Reservoir

Models: 2014-2015 Chevrolet Cruze
Equipped with 2.0L Diesel Engine (RPO LUZ)
2013-2015 Chevrolet Express
2013-2015 Chevrolet Silverado HD
2013-2015 GMC Savana
2013-2015 GMC Sierra HD
Equipped with 6.6L Diesel Engine (RPO LML/LGH/LUZ)

To: All Chevrolet and GMC Dealers

General Motors is releasing Special Coverage 29400 today. The total number of U.S. vehicles involved is approximately 310,000. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on November 25, 2016.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated November 17, 2016.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS