



Bulletin No.: 14652A  
Date: October 2016

# Service Bulletin

## SPECIAL COVERAGE

**SUBJECT: Special Coverage Adjustment – Diesel-Emission-Reduction Fluid Tank**

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

This bulletin is being revised to update the Warranty Transaction Information section to include diagnostic labor time in the replacement labor codes for vehicles no longer covered under applicable new vehicle limited warranties. Please discard all copies of bulletin 14652.

### CONDITION

On some 2010-2012 model year Chevrolet Express and GMC Savana vehicles and 2011-2012 model year Chevrolet Silverado HD and GMC Sierra HD vehicles that are equipped with a 6.6L diesel engine (LML/LGH), a malfunction-indicator light (MIL) may illuminate due to an offset in the temperature sensor in the diesel-emission-reduction fluid (DEF) tank reservoir, increased tank-heater resistance, or reductant-system performance.

### 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 DEF tank reservoir and/or supply module pump. 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 7, 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 7, 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).

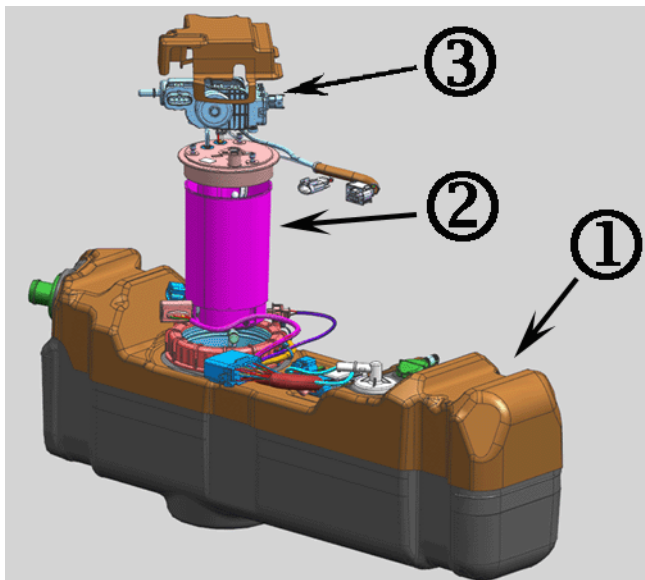
**Note:** Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which reservoir and/or module to order.

Part Number	Description	Quantity/Vehicle
22902619	RESERVOIR KIT-EMIS RDCN FLUID TK	1
22902620	RESERVOIR KIT-EMIS RDCN FLUID TK	1
22905126	RESERVOIR KIT-EMIS RDCN FLUID TK	1
22905128	RESERVOIR KIT-EMIS RDCN FLUID	1
22902634	MODULE KIT - Evaporation Emission System	1

**Note:** Reservoir kits for 2010 - 2011 **are not interchangeable** with 2012 - 2016 kits.

## SERVICE PROCEDURE

- Verify that the Emission Reduction Fluid Tank Reservoir or Pump Module requires replacement. Refer to the appropriate diagnostic information in SI.
- If either the Emission Reduction Fluid Tank Reservoir, or Pump Module 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.



4182056

- If the Emission Reduction Fluid Tank Reservoir (2) or Pump Module (3) requires replacement in the DEF tank (1), refer to *Emission Reduction Fluid Tank Reservoir Replacement* or *Emission Reduction Fluid Supply Pump Module 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 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.

<b>For Use With Vehicles <u>Still Covered</u> Under Applicable New Vehicle Limited Warranties</b>			
<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Net Item</b>
4080948	Diagnostic Time Only – No Repair Required	0.2	N/A
4029800	Emission Reduction Fluid Tank Reservoir Replacement	2.2	N/A
4029820	Replace DEF Supply Pump Module	1.7	N/A

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

<b>For Use With Vehicles <u>No Longer Covered</u> Under Applicable New Vehicle Limited Warranties</b>			
<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Net Item</b>
9900159	Diagnostic Time Only – No Repair Required	0.2	N/A
9900160	Emission Reduction Fluid Tank Reservoir Replacement	2.4*	N/A
9900172	Replace DEF Supply Pump Module	1.9*	N/A
9900161	Customer Reimbursement Approved	0.2	**
9900162	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.

\* Includes diagnostic time.

\*\* 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 Express, 2010-2012 model year GMC Savana, 2011-2012 model year Chevrolet Silverado HD, or 2011-2012 model year GMC Sierra HD vehicle, 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 Express and GMC Savana vehicles and 2011-2012 model year Chevrolet Silverado HD and GMC Sierra HD vehicles equipped with a 6.6L 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, increased tank-heater resistance, or reductant-system performance.

**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 Express or GMC Savana or 2011-2012 model year Chevrolet Silverado or GMC Sierra 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
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 Connected Customer Experience

Enclosure  
14652

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4214  
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 11, 2016

Subject: 14652A – Special Coverage Adjustment  
Diesel-Emission-Reduction Fluid Tank  
Revised Warranty Transaction Information section

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

To: All Chevrolet and GMC Dealers

This bulletin is being revised to update the Warranty Transaction Information section to include diagnostic labor time in the replacement labor codes for vehicles no longer covered under applicable new vehicle limited warranties. Please discard all copies of bulletin 14652.

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS