

Product Emission Recall

17356 LPG Fuel Pump Inoperative



Reference Number: N172098950

Release Date: January 2018
Revision: 00

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Express Cutaway 159" WB	2012	2016	LC8 K07 UFM	Engine, 6.0L SFI Gaseous Dedicated LPG System 3-Tank Configuration Fuel System
GMC	Savana Cutaway 159" WB	2013	2014	LC8 K07 UFM	Engine, 6.0L SFI Gaseous Dedicated LPG System 3-Tank Configuration Fuel System

Involved vehicles are marked "open" on the Investigate Vehicle History screen 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	General Motors has decided to conduct a Voluntary Emission Recall involving certain 2012-2016 model year Chevrolet Express and 2013-2014 model year GMC Savana vehicles, equipped with a 6.0L LPG fueled engine and a 3-tank configuration fuel tank. These vehicles may experience an inoperative fuel pump leading to a no start or stall without warning.
Correction	The fuel pump is to be replaced with a new design fuel pump.

Parts

Quantity	Part Name	Part No.
1	Fuel Pump	23373813

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Special Notice: Some fleet customers may have already replaced the fuel pump with the new design. Should the fuel pump have been replaced under warranty – **no further action is required.** If the new design fuel pump was purchased over the counter and replaced, you may seek reimbursement – please provide documentation showing replacement with the new part number to your local GM Fleet representative. (See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure or local Policies and Procedures, for details.)

If your vehicle has not yet had the fuel pump replaced, please bring the vehicle to a GM Dealer for repairs.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103408	LPG Fuel Tank Fuel Pump Module Replacement Add: To Drain and Fill LPG Fuel	1.4 2.4*	ZFAT	N/A
9103600	Customer Reimbursement Approved	N/A	ZFAT	**
9103601	Customer Reimbursement Denied	N/A	ZFAT	***

* You may claim up to the allowable hours to drain and fill LPG fuel based on actual time spent.

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

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

Service Procedure

Replace the liquid propane gas (LPG) fuel tank fuel pump module. Refer to *LPG Fuel Tank Fuel Pump Module Replacement (3 Tank)* in SI.

CALIFORNIA VEHICLES ONLY: Complete a "Proof of Correction" certificate and provide to the vehicle owner upon recall completion.

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Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

THE FOLLOWING 2 PARAGRAPHS ARE NOT FOR CANADA OR EXPORT

When a California emissions recall is completed by a GM dealer, the dealer must provide the vehicle owner a "Proof of Correction Certificate" which the owner may need to present to the California Department Of Motor Vehicles (DMV) when renewing their vehicle registration. Without this correction certificate, the owner may be unable to renew their vehicle registration.

Additional Certificates can be obtained, at no charge, from the 1Store application in GlobalConnect. Request GM Item Number 1825 when ordering.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. dealers through the GM GlobalConnect Recall Reports. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

Customer Notification

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

In order to ensure full protection under the emission warranty, and the right to participate in future recalls, the customer notification letter recommends that customers have their vehicles serviced as soon as possible. It also advises that failure to do so could legally be determined to be lack of proper maintenance.

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 January 31, 2019. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure 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**

Product Emission Recall

17356 LPG Fuel Pump Inoperative



January 2018

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

Dear General Motors Customer:

This notice is sent to inform you that General Motors is conducting a voluntary emission recall that includes your vehicle.

Reason For This Recall: Your 2012-2016 model year Chevrolet Express or 2013-2014 model year GMC Savana vehicle may experience an inoperative fuel pump leading to a no start or stall without warning.

What Will Be Done: Your GM dealer will replace the fuel pump with an updated design. This service will be performed for you at **no charge**.

What You Should Do: Please contact your GM dealer as soon as possible to arrange a service date and to assure parts availability. Instructions for making this correction have been sent to your dealer. Please ask your dealer if you wish to know how much time will be needed to schedule, process, and repair your vehicle.

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	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

Reimbursement: Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. 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 January 31, 2019, unless state law specifies a longer reimbursement period.

Emission Law Information: In order to ensure your full protection under the emission warranty made applicable to your vehicle by state and federal law, and your right to participate in future recalls, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could legally be determined to be lack of proper maintenance of your vehicle.

IMPORTANT MESSAGE FOR CALIFORNIA RESIDENTS

The California Air Resources Board (CARB) requires vehicle emission recalls be completed prior to California registration renewal. Uncorrected emission recalls will result in the inability to renew your California vehicle registration.

At the time of emission recall completion, your California dealer will issue a "Proof of Correction Certificate". Keep this certificate and, if required, present it to the Department of Motor Vehicles when renewing your California registration as proof of recall completion.-

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your continued satisfaction with our products.

Jeffrey Massimilla
Vice President
Global Vehicle Safety and Product Cybersecurity

Enclosure
17356

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4650
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 10, 2018

Subject: 17356 - Emission Recall
LPG Fuel Pump Inoperative – Leads to No Start or Stall Without
Warning

Models: 2012-2016 Chevrolet Express
2013-2014 GMC Savana
Equipped with Engine, 6.0L SFI Gaseous, Dedicated LPG System, 3-
Tank Configuration Fuel System (RPO LC8, K07, UFM)

To: All General Motors Dealers

General Motors is releasing Emission Recall 17356 today. The total number of U.S. vehicles involved is 554. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on January 24, 2018.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated January 11, 2018. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS