

Customer Satisfaction Program

18157 Rear-Mounted Fuel Tank Sender Unit (Fuel Level Sensor) Replacement



Reference Number: N182163850

Release Date: June 2018
Revision: 00

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Low Cab Forward 3500HD, 4500HD, 4500XD, 5500HD, 5500XD	2017	2019	4JJ1 4HK1	3.0L Diesel Engine 5.2L Diesel Engine

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	Certain 2017-2019 model year 3500HD, 4500HD, 4500XD, 5500HD, and 5500XD Chevrolet Low Cab Forward vehicles, equipped with diesel engines, may have a condition in which the Fuel Tank Sub Unit float arm in the rear-mounted fuel tank may become disconnected causing the fuel gauge to display "Empty" (E) regardless of the actual fuel level.
Correction	Dealers are to replace the Fuel Tank Sender Unit.

Parts

Quantity	Part Name	Part No.
1	Fuel Sender	97498624

The parts are available for Authorized Medium Duty Truck Dealers only. All other orders will cancel.

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.

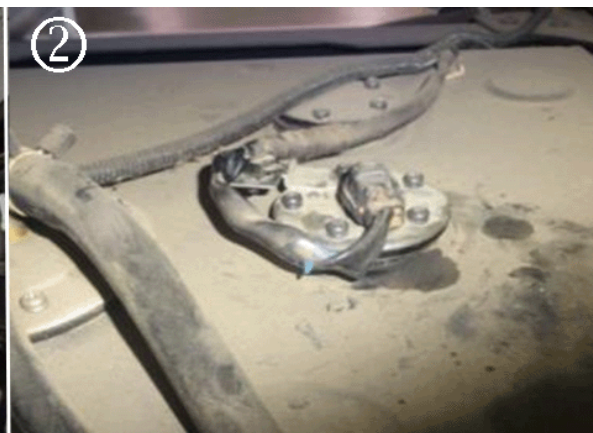
Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103889	Fuel Sender Replacement ADD R & R Fuel Tank if necessary	0.4 1.5	ZFAT	N/A

Service Procedure

1. Park the vehicle, set the parking brake, turn off the engine and block the tires. Make sure that your tire block is adequate, so that the vehicle does not move suddenly.

Important: Vehicles equipped with bodies that lift or tilt to expose the top of the fuel tank will have sufficient clearance to replace a Fuel Tank Sub Unit without removing the fuel tank. Contact the body/equipment manufacturer for instructions as to how to lift/tilt the body. If you can lift/tilt the body, you may then skip Steps 2, 3 and 4 and proceed to Step 5.



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2. Access the top of the fuel tank by sliding underneath the vehicle from the driver's side directly in front of the rear axle/wheel. Facing rearward, position yourself beside the driveshaft to reach the Fuel Tank Sub Unit. (See Figures 1 and 2.)

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3. Measure from the floor of the body to the top of the fuel tank. (See Figure 3.) Do not take this measurement from any floor cross-member, even if the cross-member is directly over the Fuel Tank Sub Unit.
4. If there is at least 9" (229 mm) of clearance, proceed to Step 5. If there is less than 9" (229 mm) of clearance, the fuel tank must be removed to properly remove the Fuel Tank Sub Unit. Refer to the appropriate workshop manual for fuel tank removal. Once removed, proceed to Step 5.



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5. Thoroughly clean the area to remove any dust, dirt and debris before removing the Fuel Tank Sub Unit. (See Figure 4.)
6. Disconnect the Fuel Tank Sub Unit electrical connector.

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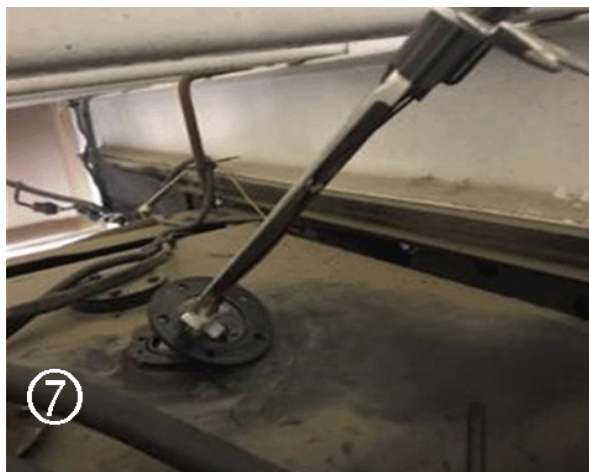
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7. Using a #2 Phillips screwdriver, remove the five (5) screws holding down the Fuel Tank Sub Unit. (See Figure 5.)



8. Lift the Fuel Tank Sub Unit enough to access the wire harness clip. Squeeze the tabs on the harness clip in order to disconnect it from the Fuel Tank Sub Unit. (See Figure 6.)



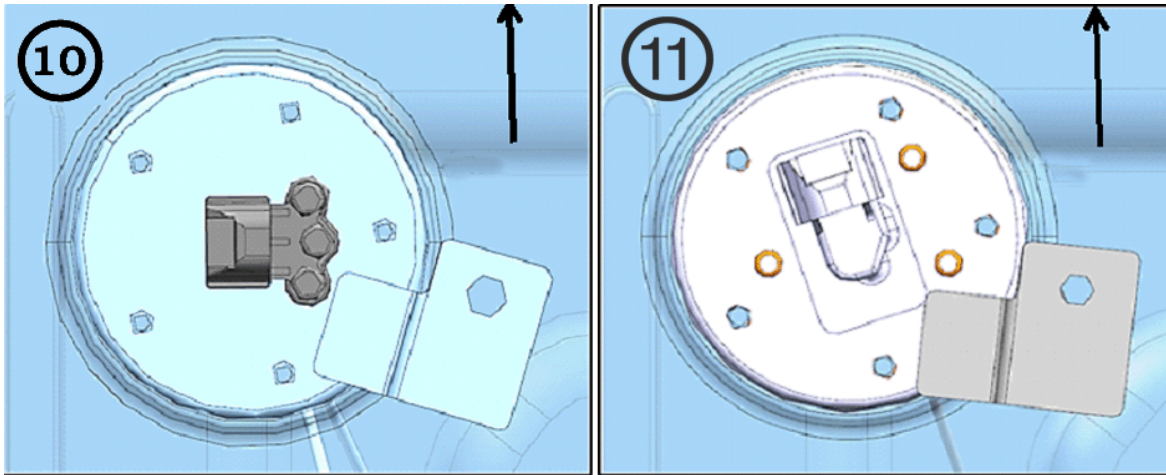
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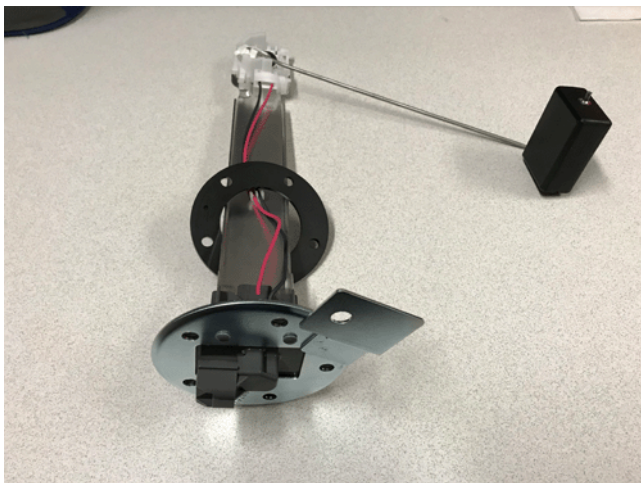
9. Remove the Fuel Tank Sub Unit from the fuel tank by lifting upwards - carefully manipulate the arm and float out of the fuel tank opening. (See Figures 7, 8 and 9.)



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Note: The replacement Fuel Tank Sub Unit connector and bracket are in different locations than the original design (Figure 10 is the original position). When installing the new Sub Unit, make sure the connector and bracket are positioned in the same manner as the image above (The arrow is pointing forward). (See Figure 11.) Installing the new Sub Unit as shown in this image will ensure the correct orientation for the float arm.

Important: Do not spin or turn the Fuel Tank Sub Unit when lowering it in place; this could damage or dislodge the float arm.



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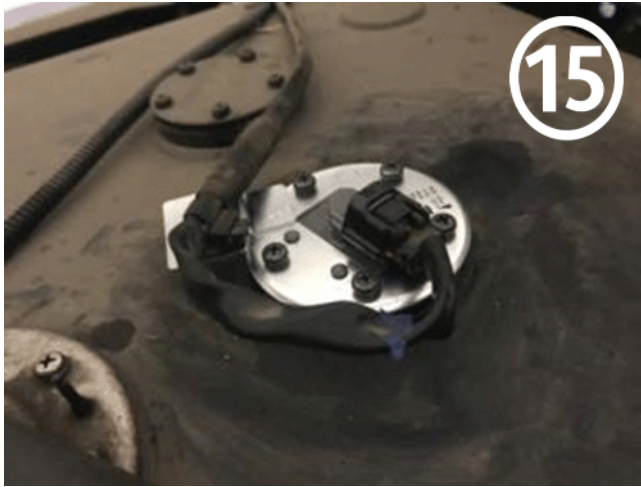


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10. Ensure the rubber gasket is installed on the new Fuel Tank Sub Unit. Carefully manipulate the float and arm into the fuel tank opening. Ensuring the connector and bracket position are properly aligned, completely insert the Fuel Tank Sub Unit into place. (See Figures 12, 13 and 14.)
11. Reinstall the five (5) screws using a #2 Phillips screwdriver. Tighten to: 1.5 N·m (13 lb·in)
12. If the fuel tank was removed during Step 4, reinstall it now per the appropriate workshop manual and then proceed to Step 13. Otherwise, proceed to Step 13.

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13. Reconnect the wiring harness electrical connector and press the wiring harness clip into the Fuel Tank Sub Unit bracket. (See Figure 15.)

Note: If the vehicle body was lifted or tilted to access the top of the fuel tank, lower and lock the body back into place as per the body/equipment manufacturer instructions.

14. Turn the engine start switch to the ON position and ensure the fuel level gauge is functioning correctly.
15. Remove the wheel blocks.

Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program must be held and inspected/repared 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 program 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 program enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. 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 program 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 program.

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Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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**

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June 2018

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

Dear General Motors Customer:

We have learned that your 2017-2019 model year 3500HD, 4500HD, 4500XD, 5500HD, or 5500XD Chevrolet Low Cab Forward vehicle may have been built with a Fuel Tank Sub Unit float arm in the rear-mounted fuel tank that may become disconnected causing the fuel gauge to display "Empty" (E) regardless of the actual fuel level.

Your satisfaction with your Chevrolet Low Cab Forward is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will replace the Fuel Tank Sender Unit.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date. It's estimated this service may take up to 2 hours to perform depending on your vehicles' specific upfit.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	
GM Medium Duty Truck	1-800-862-4389	

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Neelie O'Connor
Executive Director
North America Contact Center Operations

18157

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4769
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 5, 2018

Subject: 18157 - Customer Satisfaction Program
Rear-Mounted Fuel Tank Sender Unit (Fuel Level Sensor)
Replacement

Models: 2017-2019 Chevrolet Low Cab Forward
3500HD, 4500HD, 4500XD, 5500HD, 5500XD
Equipped with 3.0L or 5.2L Diesel Engine (4JJ1 / 4HK1)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 18157 today. The total number of U.S. vehicles involved is approximately 478. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on June 18, 2018.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated June 6, 2018. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS