

Service Update

18319 Front Brake Caliper Cotter Pin Missing



Reference Number: N182185420

Release Date: October 2018

Revision: 00

Attention: This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado	2019	2019		
GMC	Sierra	2019	2019		

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 2019 model year Chevrolet Silverado and GMC Sierra vehicles may have the cotter key clip retainer missing from the front brake pad guide pin.
Correction	Inspect front calipers and install the cotter pin if necessary.

Parts

Quantity	Part Name	Part No.
1 (If Required)	PIN KIT	*

*Not all vehicles will require a PIN KIT. Use the VIN, SI and the GM Electronic Parts Catalog to determine which part to order.

It is estimated that only 1% of involved vehicles will be missing cotter pins and will require them to be installed. Please do not order parts unless an inspection determines it is necessary to do so.

Note: Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which cotter pin to order.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104147	Inspect Only – No Further Action Required	0.2	ZFAT	N/A
9104148	Replace Cotter Pin(s)	0.3	ZFAT	N/A

Service Procedure

1. Lift the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

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2. Inspect both front brake calipers to be sure there are cotter pins securing the brake caliper guide pins as shown.
 - If the cotter pins are installed (one on each guide pin, two per caliper), no further action is required.



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Note: If replacing a missing cotter pin, it is not necessary to replace the entire brake caliper guide pin, only the cotter pin. The part number listed is for the entire guide pin and cotter pin because they are serviced as an assembly – we are only using the cotter pin from that assembly.

- If any of the cotter pins are missing, install a new cotter pin.
3. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

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Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin 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.

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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.



GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4874
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 10, 2018

Subject: 18319 - Service Update
Front Brake Caliper Cotter Pin Missing

Models: 2019 Chevrolet Silverado
2019 GMC Sierra

To: All General Motors Dealers

General Motors is releasing Service Update 18319 today. The total number of U.S. vehicles involved is approximately 3201. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated October 10, 2018. A list of involved vehicles is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS