

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4924  
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 7, 2018

Subject: N182188440 - Customer Satisfaction Program  
Braze Incomplete Missing on Harness Bulkhead Support Bracket to  
Fuel Rail

Models: 2018-2019 Chevrolet Silverado 1500 equipped with:

- L83 (5.3L V8 ECOTEC3) or
- L84 (5.3L ECOTEC3 V8 W/ DYN. FUEL MANAGEMENT)

2019 Chevrolet Silverado 1500 (New Model) equipped with:

- L83 (5.3L V8 ECOTEC3) or
- L84 (5.3L ECOTEC3 V8 W/ DYN. FUEL MANAGEMENT)

2019 Chevrolet Suburban equipped with:

- L83 (5.3L V8 ECOTEC3)

2019 Chevrolet Tahoe equipped with:

- L83 (5.3L V8 ECOTEC3) or
- L86 (6.2L V8 ECOTEC3 ENGINE)

2018 GMC Sierra 1500 Limited equipped with:

- L83 (5.3L V8 ECOTEC3)

2019 GMC Yukon equipped with:

- L86 (6.2L V8 ECOTEC3 ENGINE)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N182188440 today. The total number of U.S. vehicles involved is 30. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin in the near future.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated December 7, 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

# Customer Satisfaction Program

## N182188440 Braze Incomplete Missing on Harness Bulkhead Support Bracket to Fuel Rail



Release Date: December 2018

Revision: 00

Attention: This program is in effect until December 31, 2020.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 1500 LD	2018	2019	L83	5.3L V8 ECOTEC3
				L84	5.3L ECOTEC3 V8 W/ DYN. FUEL MANAGEMENT
Chevrolet	Silverado 1500 (New Model)	2019	2019	L83	5.3L V8 ECOTEC3
				L84	5.3L ECOTEC3 V8 W/ DYN. FUEL MANAGEMENT
Chevrolet	Suburban	2019	2019	L83	5.3L V8 ECOTEC3
Chevrolet	Tahoe	2019	2019	L83	5.3L V8 ECOTEC3
				L86	6.2L V8 ECOTEC3 ENGINE
GMC	Sierra 1500 Limited	2018	2018	L83	5.3L V8 ECOTEC3
GMC	Yukon	2019	2019	L86	6.2L V8 ECOTEC3 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.

<b>Condition</b>	Certain 2018 and 2019 model year Chevrolet Silverado, Suburban, Tahoe, and GMC Sierra, Yukon vehicles may have an incomplete or missing braze between the harness bulkhead support bracket and the fuel rail assembly. If the braze is incomplete the support bracket may detach from the fuel rail assembly over time. Wiring may sever and compromise the function of the fuel pump and/or the 4 passenger side injectors. If the function of the fuel pump and/or injectors is compromised, the Check Engine Light will come on, and you could experience reduced engine power. Loss of propulsion is possible, and there is a remote chance of fire if there is a fuel leak.
<b>Correction</b>	Replace fuel rail assembly.

### Parts

Quantity	Part Name	Part No.
1	Fuel Injection Fuel Rail	12685360
1	Fuel Feed Intermediate Pipe Assembly	12677002
8	Intake Manifold Gasket	12626354
1	Fuel Feed Intermediate Pipe Assembly	12673077
1	Fuel Feed Intermediate Pipe Assembly	12679463
1	Fuel Injector O-Ring Seal Kit	12672366

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which fuel rail parts to order.

Due to the small number of vehicles involved, 33, and due to limited initial parts availability, **dealers are encouraged not to order program parts for use as shelf stock.**

**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
9104224	Inspect Only – No Further Action Required	1.8	ZFAT	N/A
9104225	Replace Bank 2 Fuel Rail	2.7	ZFAT	N/A

# Customer Satisfaction Program

## N182188440 Braze Incomplete Missing on Harness Bulkhead Support Bracket to Fuel Rail



### Service Procedure for the following 33 vins:

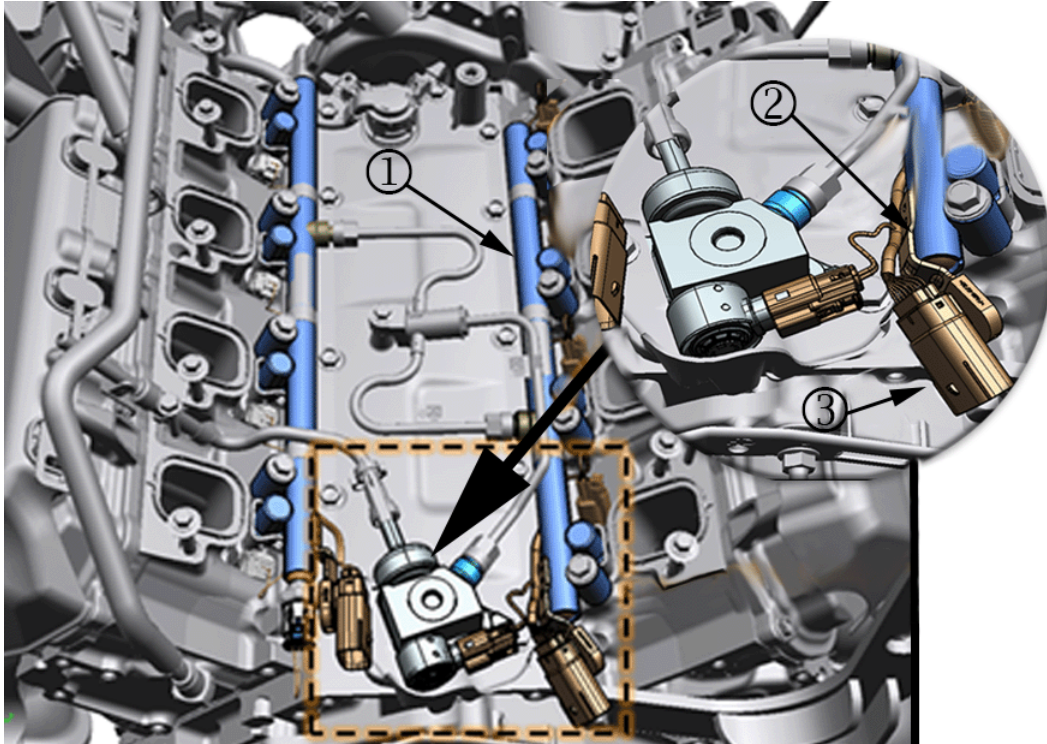
Last 8 digits of VIN	VIN	Last 8 digits of VIN	VIN
KZ108130	1GCPWCED2KZ108130	K1108345	2GCVKPEC9K1108345
KZ115844	1GCPWDED2KZ115844	K1118642	2GCVKPECXK1118642
KZ109464	1GCPYFED9KZ109464	JG514937	3GCPCPECXJG514937
KZ108369	1GCUYDED0KZ108369	JG515140	3GCPCREC0JG515140
KZ111752	1GCUYDED3KZ111752	JG528569	3GCPCREC6JG528569
KR149989	1GKS27EC7KR149989	JG541596	3GCUKREC0JG541596
KR151463	1GKS2CKJ7KR151463	JG522329	3GCUKREC3JG522329
KR170307	1GN7C7EC5KR170307	JG522931	3GCUKREC3JG522931
KR143499	1GN7CAKC2KR143499	JG524981	3GCUKREC6JG524981
KR183928	1GN7CCKJ9KR183928	JG541604	3GCUKREC6JG541604
KR151090	1GN7KAKC4KR151090	JG521301	3GCUKREC9JG521301
KR136962	1GN7KBKC7KR136962	JG522397	3GCUKREC9JG522397
KR141096	1GN7KDEC3KR141096	JG526488	3GCUKRECXJG526488
KR131718	1GN7KHKC0KR131718	JG541606	3GCUKRECXJG541606
K1116287	2GCVKNEC0K1116287	JG529899	3GCUKSEC3JG529899
K1115218	2GCVKPEC4K1115218	JG523380	3GCUKTEC1JG523380
JG539378	3GTU2NEC1JG539378		

## Customer Satisfaction Program

### N182188440 Braze Incomplete Missing on Harness Bulkhead Support Bracket to Fuel Rail



1. Remove the fuel pump insulator. Refer to *Fuel Pump Insulator replacement* in SI.



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Illustration is shown with intake removed and is for perspective purposes only. Passenger Side Fuel Rail (1), Braze location (2), Right Bulkhead Harness Connector (3).

2. Inspect the bracket at the rear of the bank 2 (passenger's side) fuel rail to see if the braze was completed on the bracket.



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- If the braze was completed (as shown in callout 2) no further action is required. Proceed to step 3.

## Customer Satisfaction Program

### N182188440 Braze Incomplete Missing on Harness Bulkhead Support Bracket to Fuel Rail



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- If the braze was not completed (as shown in callout 1), replace the bank 2 fuel rail. Refer to *Fuel Injection Fuel Rail Assembly Replacement – Bank 2* in SI.

3. Reinstall the Fuel Pump Insulator. Refer to *Fuel Pump Insulator Replacement* in SI.

#### 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, through December 31, 2020. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle 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. Program 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 facility for service through December 31, 2020, 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.

#### 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 Satisfaction Program

### N182188440 Braze Incomplete Missing on Harness Bulkhead Support Bracket to Fuel Rail



#### 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.

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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**

# Customer Satisfaction Program

## N182188440 Braze Incomplete Missing on Harness Bulkhead Support Bracket to Fuel Rail



December 2018

This notice applies to your vehicle, VIN: \_\_\_\_\_

Dear General Motors Customer:

We have learned that your 2018 or 2019 model year Chevrolet Silverado, Suburban, Tahoe, or GMC Sierra, Yukon may have an incomplete or missing braze between the harness bulkhead support bracket and the fuel rail assembly. If the braze is incomplete the support bracket may detach from the fuel rail assembly over time. Wiring may sever and compromise the function of the fuel pump and/or the 4 passenger side injectors. If the function of the fuel pump and/or injectors is compromised, the Check Engine Light will come on, and you could experience reduced engine power. Loss of propulsion is possible, and there is a remote chance of fire if there is a fuel leak.

Your satisfaction with your GM vehicle 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 your fuel rail assembly. This service will be performed for you at **no charge until December 31, 2020**. After that, any applicable warranty will apply.

**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.

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
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 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

N182188440