

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4948  
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 4, 2019

Subject: 18368 - Customer Satisfaction Program  
Oil Pump High Pressure

Models: 2017-2018 Chevrolet Colorado  
2017-2018 GMC Canyon  
Equipped with LGZ (3.6L Engine)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 18368 today. The total number of U.S. vehicles involved is approximately 319. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will be in January 2019.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated January 4, 2019. 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

# Customer Satisfaction Program

## 18368 Oil Pump High Pressure



Reference Number: N182180260

Release Date: January 2019

Revision: 00

**Attention:** This bulletin applies to vehicles in Canada or currently registered or previously registered in the state of Alaska. This program is in effect until January 31, 2021.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Colorado	2017	2018	LGZ	3.6L engine
GMC	Canyon	2017	2018	LGZ	3.6L 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 2017 and 2018 model year Chevrolet Colorado and GMC Canyon vehicles equipped with the 3.6L LGZ engine may experience a loss of engine oil caused by high oil pump pressure in cold weather start conditions. High oil pump pressures under these conditions may cause various components to fail, including the engine oil cooler (EOC), EOC lines, or the oil pump itself, resulting in a loss of lubrication in the engine. If this condition occurs, the Driver Information Center will display an oil can light and multiple warning messages (Oil Pressure Low, Turn Vehicle Off, or Engine Power is Reduced), depending on the state of the engine. If the vehicle continues to be driven with low oil despite the appearance of these warnings, the vehicle's engine may seize, resulting in a stall or loss of propulsion.
	Only applies to vehicles in Canada or currently registered or previously registered in the state of Alaska.
<b>Correction</b>	Dealers will replace the oil pump.

### Parts

Quantity	Part Name	Part No.
1	Oil Pump Assembly	12686519
1	Oil Filter	55594651
1	PCV Tube Seal	12653330
1	Steering Gear Boot Clamp	12474081
2	A/C Seal (1/2")	13418809
2	A/C Seal (3/4")	13418808
1	Engine Coolant (1 gallon)	12346290
1	Engine Coolant (1 gallon, Canada only)	10953464
2	Oil Pan Bolt	11548123
2	Front Wheel Drive Shaft Washer (4WD only)	15522089
2	Front Drive Axle Intermediate Shaft Retaining Ring (4WD only)	23474671
6	Engine Oil (5W-30)	88865635
6	Engine Oil (5W-30, Canada only)	19353385
1	RTV Silicone Sealant	19330905
1	RTV Silicone Sealant (Canada only)	19369832
1	Threadlocker*	12345382
1	Threadlocker**	89021297
1	Threadlocker (Canada only)**	10953488
1	Threadlocker (Canada only)*	10953489
1	Grease	19257121
1	Grease (Canada only)	19257122
1	Oil Pump Drive Bolt	11547134

\*Medium Strength threadlocker for steering I-shaft lower bolt

\*\*High Strength threadlocker for prop shaft bolts and front wheel drive shaft nut

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order. A quantity limiter may be in effect.

# Customer Satisfaction Program

## 18368 Oil Pump High Pressure



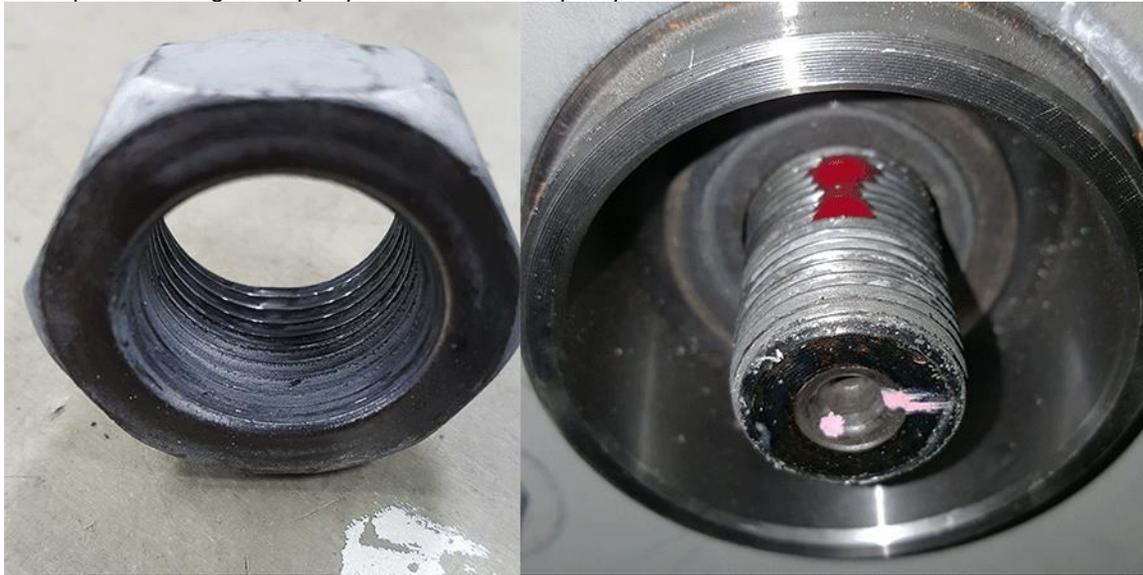
### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104212	Engine Oil Pump Replacement		ZFAT	*
	2WD	6.8		
	4WD	9.5		

\* The amount identified in "Net Item" should represent the actual sum total of the current GMCCA Dealer net price for Threadlocker/Grease needed to perform the required repairs, not to exceed \$10.00 USD/CAD.

### Service Procedure

1. Replace the engine oil pump. Refer to *Oil Pump Replacement* in SI.



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- For 4WD trucks, it is not necessary to replace the half shaft nut per SI. Clean the nut threads thoroughly with a wire brush and denatured alcohol and apply high-strength high-temp thread locker (Loctite 272 Red or equivalent) to the drive shaft threads as shown. Then reinstall the nut and tighten to 250N-m (185 lb-ft).

### 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 January 31, 2021. 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 January 31, 2021, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

# Customer Satisfaction Program

## 18368 Oil Pump High Pressure



### 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 Notification

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

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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

## 18368 Oil Pump High Pressure



January 2019

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

Dear General Motors Customer:

We have learned that your 2017 and 2018 model year Chevrolet Colorado or GMC Canyon vehicle equipped with the 3.6L engine may experience a loss of engine oil caused by high oil pump pressure in cold weather start conditions. High oil pump pressures under these conditions may cause various components to fail, including the engine oil cooler (EOC), EOC lines, or the oil pump itself, resulting in a loss of lubrication in the engine. If this condition occurs, the Driver Information Center will display an oil can light and multiple warning messages (Oil Pressure Low, Turn Vehicle Off, or Engine Power is Reduced), depending on the state of the engine. If the vehicle continues to be driven with low oil despite the appearance of these warnings, the vehicle's engine may seize, resulting in a stall or loss of propulsion.

Your satisfaction with your 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 the oil pump. This service will be performed for you at **no charge until January 31, 2021**. 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 truly appreciate you taking the time to remedy your vehicle as we know your time is valuable. 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

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