

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5005
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 28, 2019

Subject: N182188930-01 - Special Coverage
Auxiliary Transmission Cooler Line Fluid Leak
Customer Reimbursement Labor Codes Added

Models: 2017-2018 Chevrolet Silverado HD
2017-2018 GMC Sierra HD
Equipped with L5P (Duramax Diesel Engine)

To: All General Motors Dealers

This bulletin has been revised to add customer reimbursement labor codes in the warranty information section. Please discard all copies of N182188930.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS

Special Coverage Adjustment

N182188930 Auxiliary Transmission Cooler Line Fluid Leak



Release Date: March 2019

Revision: 01

Revision Description: This bulletin has been revised to add customer reimbursement labor codes in the warranty information section. Please discard all copies of N182188930.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado HD	2017	2018	L5P	Engine-Diesel, 8 Cyl, 6.6l, Di, V8, Turbo, Duramax, Gen 5, Var. 1
GMC	Sierra HD				

Involved vehicles are identified on the Applicable Warranties section 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	Some 2017-2018 model year Chevrolet Silverado HD and GMC Sierra HD vehicles equipped with a Duramax Diesel engine, the transmission cooler lines may be rubbing on the front frame/bumper mount bracket. This condition could cause the cooler lines to leak. Transmission fluid may be seen on the ground under the front bumper. Some drivers may have difficulty selecting gears or experience transmission slip.
Special Coverage Adjustment	<p>This special coverage covers the condition described above for a period of 6 years or 72,000 miles (116,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.</p> <p>For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after January 3, 2019, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to January 3, 2019, must be submitted to the Service Contract provider.</p> <p>Vehicle owners or lessees who paid for repairs referenced in this Special Coverage ("Customers") are eligible for reimbursement of their reasonable and customary expenses in accordance with the procedures specified below. The conditional right to reimbursement is provided by GM solely in the interest of customer satisfaction and is personal to Customers. <i>Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.</i></p>
Correction	Dealers are to replace the transmission cooler lines. The repairs will be made at no charge to the customer.

Parts

Quantity	Part Name	Part No.
1	Transmission Cooler Bypass Valve	84444069
(As req.) 13	Dexron VI Automatic Transmission Fluid	88865601 Obtain Local Equivalent - EXPORT
(As req.) 13	Dexron VI Automatic Transmission Fluid (Canada)	19367328

Note: An allowance for up to 13 qts of transmission fluid is provided. Use only as much fluid per repair as is necessary to fill the system to capacity.

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.

N182188930 Auxiliary Transmission Cooler Line Fluid Leak



Warranty Information

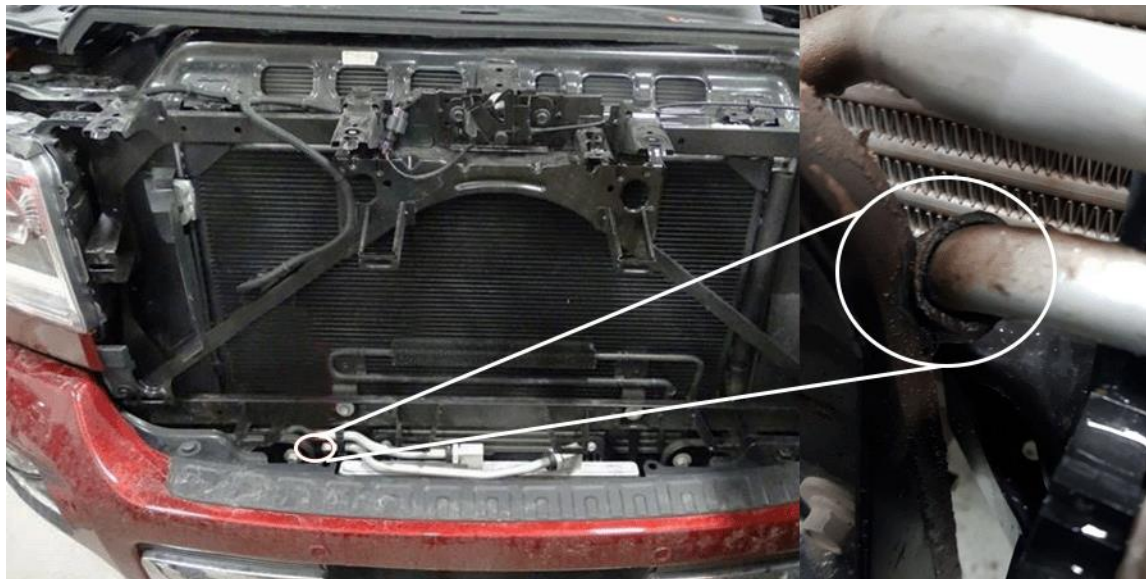
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900562	Diagnostic Time Only – No Repair Required	0.1-0.3	ZREG	N/A
9900563	Transmission Fluid Cooler Thermal Bypass Valve Replacement Add: Diagnostic Time	3.8 0.1-0.3	ZREG	N/A
9900584	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	- N/A 0.2	ZREG	*
9900585	Customer Reimbursement Denied – For USA dealers only	N/A	ZREG	**

* For USA and Canada: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement.

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

Service Procedure



5165323

- Determine if the Transmission Fluid Cooler Thermal Bypass Valve lines are leaking from a rub-through condition in the area shown (or another area near the thermal bypass valve). If necessary, use a borescope to aid in pinpointing the leak without vehicle disassembly.
 - If the lines exhibit a rub-through condition and are leaking, proceed to step 2.
 - If the lines do not exhibit a rub-through condition (or are leaking from a non-rub-through condition) no further action is required. Any further repairs and/or diagnosis are not covered under this special coverage.
- Replace the Transmission Fluid Cooler Thermal Bypass Valve. Refer to *Transmission Fluid Cooler Thermal Bypass Valve Replacement (L5P With MW7)* in SI.

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.

N182188930 Auxiliary Transmission Cooler Line Fluid Leak



Customer Notification

General Motors will notify Customers of this special coverage on their vehicle (see copy of typical Customer letter included with this bulletin).

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**

N182188930 Auxiliary Transmission Cooler Line Fluid Leak



January 2019

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

Dear General Motors Customer:

As the owner of a 2017-2018 model year Chevrolet Silverado HD or GMC Sierra HD vehicle, your satisfaction with our product is very important to us.

This letter is intended to make you aware that on some 2017-2018 model year Chevrolet Silverado HD and GMC Sierra HD vehicles equipped with a Duramax Diesel engine, the transmission cooler lines may be rubbing on the front frame/bumper mount bracket. This condition could cause the cooler lines to leak. Transmission fluid may be seen on the ground under the front bumper. Some drivers may have difficulty selecting gears or experience transmission slip.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2017-2018 model year Chevrolet Silverado HD or GMC Sierra HD vehicle within 6 years of the date your vehicle was originally placed in service or 72,000 miles (116,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

The right to submit reimbursement claims is provided by GM solely in the interest of customer satisfaction and is personal to vehicle owners and lessees who previously paid for repairs referenced in this Special Coverage ("Customers"). **Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.**

If you have any questions or need any assistance, please contact your dealer or 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 are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Neelie O'Connor
Executive Director
North America Contact Center Operations

N182188930