

Subject: Engineering Information – Engine Oil Life Monitor Counting Down Too Quickly

Attention: Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 2500/3500	2019	2019			Equipped with 6.6L Engine (RPO L5P)	
GMC	Sierra 2500/3500						

Involved Region or Country	North America and Israel
Condition	Some customers may comment on the engine oil life monitor counting down too quickly.
Cause	This condition may be caused by a software anomaly.

Correction

Note: Engineering is aware of this issue and is working on a solution.

If you encounter a vehicle with the above concern, perform one the following listed below to determine when the engine oil should be changed.

1. A customer may choose to use mileage or engine hours instead of the oil life monitor. In this case the customer should change the engine oil and filter every 7,500 miles (12,000 Km), 300 engine hours, or at least once a year, whichever comes first.
2. If available, an oil change reminder windshield sticker should be used to remind the customer of the next oil change interval using mileage, engine hours, or yearly, whichever comes first.

Note: Oil filter tightness should be 1 and ¼ turn after reaching hand tightness for cold start leak prevention.

Please share this information with the customer. This communication will be updated with any updates to this issue.

Warranty Information

For vehicles repaired under the Powertrain coverage, use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
4086808*	Engineering Information – Engine Oil Life Monitor	0.2 hr

* This is a unique labor operation for bulletin use only.

Version	1
Modified	Released April 09, 2019