

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5097  
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 26, 2019

Subject: N182198000 - Special Coverage  
Engine Fuel Injector

Models: 2016 – 2017 Cadillac Escalade  
2016 – 2017 Cadillac Escalade ESV  
2016 – 2017 Chevrolet Silverado  
2016 – 2017 Chevrolet Suburban  
2016 – 2017 Chevrolet Tahoe  
2016 – 2017 GMC Sierra  
2016 – 2017 GMC Yukon  
2016 – 2017 GMC Yukon XL  
Equipped with 5.3L and 6.2L engines, 8-cylinder

To: All General Motors Dealers

General Motors is releasing Special Coverage N182198000 today. The total number of U.S. vehicles involved is approximately 317,460. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin in August 2019.

**Global Warranty Management (GWM)**

The Applicable Warranties section on the Investigate Vehicle History (IVH) screen will be updated July 26, 2019. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

# Special Coverage Adjustment

## N182198000 Engine Fuel Injector



Release Date: July 2019

Revision: 00

**Attention:** Dealers are to refer to the General Motors Service Policies and Procedures Manual, Section 6.1.3 - Regional Product Field Actions, for guidelines on handling vehicles that are not involved in this program but may be displaying the same condition.

**This special coverage only applies to vehicles in these states: California, Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont, and Washington.**

This Special Coverage can be seen in the Applicable Warranties section in Investigate Vehicle History (IVH).

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	Escalade	2016	2017	L86	6.2L engine, 8-cylinder
Cadillac	Escalade ESV			L83/L8B L86	5.3L engine, 8-cylinder 6.2L engine, 8-cylinder
Chevrolet	Silverado			L83	5.3L engine, 8-cylinder
Chevrolet	Suburban			L83/L8B L86	5.3L engine, 8-cylinder 6.2L engine, 8-cylinder
Chevrolet	Tahoe			L83	5.3L engine, 8-cylinder
GMC	Sierra			L83	5.3L engine, 8-cylinder
GMC	Yukon			L86	6.2L engine, 8-cylinder
GMC	Yukon XL			L83 L86	5.3L engine, 8-cylinder 6.2L engine, 8-cylinder

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.

<b>Condition</b>	Some 2016 and 2017 model year Cadillac Escalade, Cadillac Escalade ESV, Chevrolet Silverado, Chevrolet Suburban, Chevrolet Tahoe, GMC Sierra, GMC Yukon, and GMC Yukon XL vehicles, equipped with a 5.3L or 6.2L engine, may have a condition which affects fuel injector function. Under certain circumstances one or more of the vehicle's fuel injectors may deliver an improper amount of fuel to the engine. If this occurs, the Malfunction Indicator Lamp (Check Engine Light) will illuminate, the engine may idle or run rough, and the vehicle may stall. A diagnostic trouble code related to the fuel injector may be set. <b>This special coverage only applies to vehicles in these states: California, Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont, and Washington.</b>
<b>Special Coverage Adjustment</b>	<p>This special coverage covers the condition described above for a period of 10 years or 150,000 miles (240,000 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 July 26, 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 July 26, 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>
<b>Correction</b>	Dealers are to replace the fuel injectors as necessary. The repairs will be made at no charge to the customer.

# Special Coverage Adjustment

## N182198000 Engine Fuel Injector



### Parts

Quantity	Part Name	Part No.
As Req.	Fuel Injector Kit	12692521
As Req.	Fuel Injector Kit	12692522
As Req.	Fuel Injector Kit	12698483
As Req.	Fuel Injector Kit	12698484
8	Intake Gasket	12626354
1	Cross-Rail Fuel Pipe	12677002
1	Fuel Pump to Cross Rail Pipe	12677006
1	Fuel Pump to Cross Rail Pipe	12677004

**Note:** Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which Fuel Injector Kit to order.

**Important:** Due to limited initial parts availability, dealers are encouraged not to order recall 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
9900600	Diagnostic Time Only – No Repair Required	0.1-1.0		
9900601	Fuel Injector Replacement (1-4 injectors on first bank) Add: Replace 1-4 injectors on opposite bank Add: Diagnostic Time	2.9 1.3 0.1-1.0	ZREG	N/A
9900602	Customer Reimbursement Approved	N/A	ZREG	*
9900603	Customer Reimbursement Denied	N/A	ZREG	**

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

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

### Service Procedure

- A vehicle may come in with one or more codes, including P0300-P0308 and/or P050D. Following the diagnostics found in SI at *DTC P0300-P0308*, or *DTC P050D*, may lead to the *Fuel Injector Balance Test* in SI.
  - If the diagnostics do not lead to a fuel injector as the root cause, no further repairs are covered under this special coverage. Claim diagnostic time and inform the customer that any further diagnostics or repairs will need to be covered with customer pay, goodwill adjustment, or warranty if applicable.
- Use the Active Fuel Injector Tester (AFIT, CH-47976) and the AFIT SIDI Adapter Kit (CH-47976-500), test the vehicle's fuel injectors following the diagnostic in *Fuel Injector Balance Test* in SI.
  - If any injector has a variance of 10% or greater from the average pressure drop, go to step 3.
  - If no injectors have a variance of 10% or greater from the average pressure drop, no further diagnostics are covered under this special coverage.
- Replace any fuel injector with a variance of 10% or greater from the average pressure drop. Refer to *Fuel Injector Replacement* 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.

### Customer Notification

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

# Special Coverage Adjustment

## N182198000 Engine Fuel Injector



### Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by August 31, 2020. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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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**

# Special Coverage Adjustment

## N182198000 Engine Fuel Injector



August 2019

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

Dear General Motors Customer:

As the owner of a 2016 or 2017 model year Cadillac Escalade, Cadillac Escalade ESV, Chevrolet Silverado, Chevrolet Suburban, Chevrolet Tahoe, GMC Sierra, GMC Yukon, or GMC Yukon XL, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2016 or 2017 model year Cadillac Escalade, Cadillac Escalade ESV, Chevrolet Silverado, Chevrolet Suburban, Chevrolet Tahoe, GMC Sierra, GMC Yukon, and GMC Yukon XL vehicles, equipped with the 5.7L or 6.2L engine may have a condition which affects fuel injector function. Under certain circumstances one or more of the vehicle's fuel injectors may deliver an improper amount of fuel to the engine. If this occurs, the Malfunction Indicator Lamp (Check Engine Light) will illuminate, the engine may idle or run rough, and the vehicle may stall. A diagnostic trouble code related to the fuel injector may be set.

**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 2016 or 2017 model year Cadillac Escalade, Cadillac Escalade ESV, Chevrolet Silverado, Chevrolet Suburban, Chevrolet Tahoe, GMC Sierra, GMC Yukon, and GMC Yukon XL within 10 years of the date your vehicle was originally placed in service or 150,000 miles (240,000 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.

**Reimbursement:** If you have already paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by August 31, 2020, unless state law specifies a longer reimbursement period.

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)
Cadillac	1-800-458-8006	1-800-833-2622
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

Enclosure  
N182198000