



Bulletin No.: PIP5656A

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Preliminary Information

PIP5656A 6.6L (L8T) Engine Exchange Program

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Silverado 2500/3500	2020	All	All	6.6 (L8T)	All
GMC	Sierra 2500/3500	2020	All	All	6.6 (L8T)	All

Involved Region or Country	North America
Condition	Engine Exchange Program
Cause	Monitor Exchanges

Correction:

The 6.6L V8 Gasoline Engine (RPO L8T) is on exchange through the PQC as part of our ongoing quality improvement efforts to assist Engineering with product concern identification

Your cooperation with this program is greatly appreciated.

TAC will be available for product inquiries that do not require assembly replacement.

Components that may be removed and serviced without exchange are identified by an "X" in the appropriate column of the table below.

Any repairs involving engine components not identified in the table below, engine noise concerns, oil consumption, or related symptoms may require an engine exchange.

Important: Engine block and internal components along with any component in which a cylinder head has to be removed to perform the repair will require an engine exchange.

Please note that this list is subject to change as the program progresses.

This PI will be updated as Engineering determines additional items are considered serviceable on a particular engine.

Serviceable Components	6.6L (L8T)
Accessory Drive	X
A/C Compressor	X
All Cooling System Hoses	X
All Engine Sensors	X
Brackets	X
Camshaft Covers	X

Coolant Pump	X
Cooling System Bypass Pipe	X
Cooling System Radiator Inlet/Outlet Pipes	X
Coolant Outlet Assembly	X
Crankshaft Dampner	X
Engine Control Module (ECM)	X
Engine Cover / Beauty Cover	X
Engine Oil Cooler	X
Engine Mounts / Transaxle Mounts	X
Engine Wiring Harness	X
Exhaust Manifold / Gasket	X
Flywheel / Flexplate	X
Fuel Injectors	X
Fuel Injector Wiring Harness	X
Fuel Rail	X
Fuel Pipes & HP Fuel Pump Assembly	X
Generator	X
Heater Outlet / Inlet Fittings	X
Hi/Lo Pressure Fuel Lines	X
Ignition System (Coil, Spark Plugs)	X
Intake Air Ducts & Related Components	X
Intake Air Temperature Sensor	X
Intake Manifold	X
Knock Sensors	X
Map or Baro Sensor	X
Mass Air Flow Sensor	X
Oil Cooler/Pipes	X
Oil Fill Cap	X
Oil Filter	X
Oil Level Indicator (Dipstick)	X
Oil Pressure Control Solenoid Valve	X
Oil Pressure Switch	X
Oxygen Sensors	X
PCV Hose(s)	X
PCV System	X
Purge Solenoid	X
Starter Motor Assembly	X
Thermostat Housing / Gasket	X

Throttle Body / Related Components	X
Vacuum Pump and Lines	X
Vapor Vent Lines / Seals	X

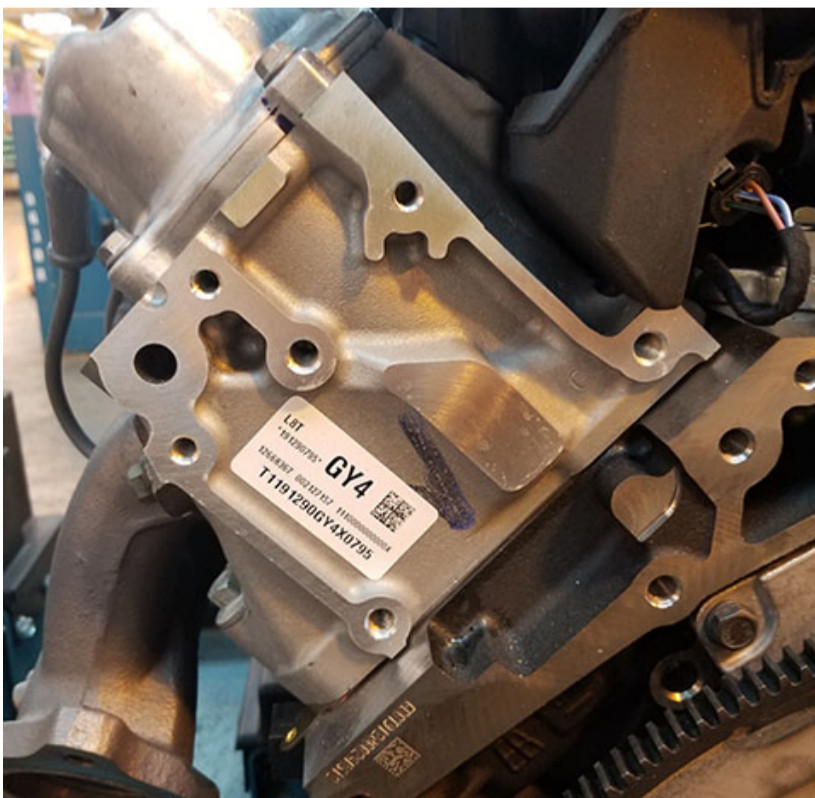
Important: Engine repairs or failures that are caused by components external to the engine do NOT fall under the exchange program. For example, if an engine failure is caused by incorrectly installed engine coolant lines, the engine assembly (or parts required to complete a repair) must be obtained from General Motors Customer Care and Aftersales (GMCC&A) through the normal parts ordering process. The exchange program is created as a way to correct internal concerns and to take what is learned and find a way to eliminate these concerns. External components causing a failure do not provide any useful information in improving an engine. The engine received from GMCC&A through the normal parts ordering process will be a new service engine

Engine Broadcast Code Location

6.6L Engine Assembly (RPO L8T)



1) Near front of engine, on right hand side of the block



2) Rear of engine on left hand cylinder head

Procedures:

If your diagnosis has led to replacement of the 6.6L V8 Gasoline Engine assembly please, contact the Product Quality Center (PQC) by opening a new case via Dealer Case Management (DCM). From the DCM home page, click on "New PQC Case" found on the Technical Assistance tab.

Then in Global Connect click on the Support/Chat tab, TAC-PQC Tab, PQC - Parts Restrictions Templates to Download the appropriate PQC - Parts Restrictions Template and save a copy to your computer, You can attach a copy of the template to your PQC Case.

Note: (Do Not clear any DTCs prior to contacting the PQC).

Please complete the questions found in the Global Connect PQC -Parts Restrictions Template before contacting the PQC.

Guidelines for honoring exchange requests under this program are being strictly enforced.

PQC will forward your completed 6.6L V8 Gasoline Engine exchange template information, to engineering to determine if arrangements need to be made to ship an exchange unit to your dealership.

If engineering determines an engine replacement is required, the replaced engine must be returned to the Warranty Parts Center (WPC).

DO NOT SHIP AN ENGINE TO THE (WPC) WITHOUT AN OFFICIAL WPC REQUEST.

Important: Failure to return the replaced engine by the due date will result in the dealership being debited the entire warranty claim (parts and labor). The removed unit must be returned complete in the original exchange shipping container. For effective engineering analysis, please do not remove any components. Dress items on the removed unit must remain the same as the replacement engine (e.g., exhaust manifolds, throttle body, etc.). Dealerships returning engines/components that have been even partially disassembled will be judged as violating this procedure and, as such, will be billed for all materials furnished.

Notice: The exchange unit will be shipped with a quantity of oil; check oil level before starting the engine.

WPC Request:

Below is WPC form to be used to order WPC837

To ensure full page print do not adjust size, select magnifying glass to enlarge then print (seen as graphic in SI)

WPC Parts Request Form

This form ONLY for U.S. & Canada Dealers. Export markets & Mexico Dealers must contact their regional Technical Assistance Center for assistance.

Return form to Warranty Parts Center by E-Mail:

warrantypartscenterusa@gm.com

or WPC Fax #: 248-371-0192 Attn: Temporary Service Parts

Part Being Requested: WPC #

Dealer BAC (U.S.) / Dealer Code (Canada):

Dealer Name:

Dealer Address:

Dealer Contact Person:

Dealer Phone Number:

Repair Order Number:

Vehicle VIN:

If you do not receive the part within 2 business days after emailing or faxing your part request to the Warranty Parts Center, please call Customer Assistance at 248-371-9900.

To ensure full page print do not adjust size, select magnifying glass to enlarge then print (seen as graphic in SI)

The Warranty Parts Center (WPC) will fax a Special Part Request to your dealership requesting the return of the removed engine. DO NOT wait for the warranty claim to be paid before returning the removed engine.

The Special Part Request will provide a request number. This request number must be written on the outside of the return container using a permanent marker. Failure to write the request number on the return container may delay the processing of your return.

If you do not receive the WPC Special Part Request, contact Julie Cumo at 248-371-9939 (for French call PQC 1-866-654-7654) to obtain the proper paperwork in order to return the removed engine.

Failure to return the engine may result in a debit.

Shipping Preparation:

- 1. Remove the engine assembly/component as outlined in the applicable Service Manual.**
- 2. Drain all fluids from the removed engine.**
- 3. Retorque any fasteners that were loosened or removed to the original torque specification.**
- 4. Remove any plastic shipping plugs and covers from the exchange unit and install them on the removed unit.**
- 5. If the concerned engine leaks, mark the area directly on the engine with a permanent marker.**
- 6. Write the PQC case reference number on the repair order form.**
- 7. Write the PQC case reference number directly on the component in a visible location.**
- 8. Insert a copy of the WPC Special Part Request, repair order with technician comments, and the completed OEM Engine Exchange Worksheet (template in this bulletin) into a plastic bag and securely fasten to the engine.**
- 9. Place the removed engine into the original shipping container.**

Shipping Instructions:

- 1. Write the WPC request number and the PQC case reference number on the outside of the container with a permanent marker.**
- 2. U.S. Dealers - Please go to www.gmwpc.com, click on the UPS emblem, enter your BAC and select "dealer inquires." Select "available forms" located on the left side of the screen in blue, then select "Central Transport BOL." A partially complete BOL will appear. Please print this Central Transport BOL and fill out "from" section with your dealer information and complete the description fields.
Canadian Dealers - Refer to the latest version of Corporate Bulletin Number [99-00-89-019](#) for detailed shipping information.**
- 3. Contact the specified carrier to arrange for pick-up of the removed engine. If lift gate service is necessary, please request it at the time of arranging pick-up service.**
- 4. Have the driver sign the bill of lading. Retain a copy of the signed bill of lading. Attach your copy to the original repair order. This will be your proof of returning the removed engine.**
- 5. Ship all return exchanges/components Third Party Freight Collect with appropriate paperwork to:**

**GM Warranty Parts Center
45 Northpointe Drive
Orion, MI 48359**

Your cooperation is greatly appreciated. Prompt return of the original engine will increase

the effectiveness of this program.

If you have any questions regarding the exchange program administrative procedures, please contact the Product Quality Center.

The following questions are contained in the Global Connect PQC -Parts Restrictions Template titled PQC PIP5656 2020 Chevrolet Silverado GMC Sierra HD 6.6L RPO L8T Gasoline Engine Exchange

<ul style="list-style-type: none">• Caller's Name/Position: • Parts Manager name: • Technician Direct Phone: • Dealership's Fax Number: • Parts Dept fax number: • Customer Concern: • Has dealer completed the "OEM Engine Exchange" template in bulletin and reviewed Serviceable Components? • (If no, dealer MUST complete Bulletin and call back) • Has the vehicle been modified with non-production accessories? • What type of service is the vehicle being used in (police, taxi, towing, personal, etc.)? • Describe the failure mode of the engine: • Broadcast Code: • Engine Serial Number: • Replacement Cost = \$ • Requested Labor Time:
<ul style="list-style-type: none">• Are there any leaks (Y/N) • What Type? • Location of the leak?
<ul style="list-style-type: none">• Are there any Noises (Y/N) • What kind of noise?

- **Location of noise?**
- **Frequency of the noise?**
- **When does it occur?**
- **How long does it last?**
- **At what temperature does it occur?**

- **Any Lubrication Concerns (Y/N)**
- **Oil pressure readings:**
- **Results of oil consumption test:**
- **Was the oil contaminated?**

- **Any Performance Concerns (Y/N)**
- **Low power?**
- **Misfire?**
- **Detonation?**
- **Blue smoke?**
- **White smoke?**
- **Will not crank?**
- **Vibration?**

- **Did the engine show evidence of:**
- **Overheating? (Y/N)**
- **DTCs in the ECM/TCM/BCM? ***Note: GDS must be launched from TIS to make sure all the data is captured and can be retrieved.**
- **Coolant consumption? (Y/N)**
- **Coolant contamination? (Y/N)**

- **Low compression? (Y/N)**

- **If yes, List Compression test readings:**

Parts Information

Description	Part Number	Quantity
Engine	12699313	1

Warranty Information

Labor Operation	Description	Labor Time
4067490*	Engine Replacement	Use Published Labor Operation

Important: Applicable miscellaneous items such as engine oil and coolant should be added to the part allowance amount and claimed in the Parts Cost column and not included in the Net Amount (DMN) column of the warranty claim.

Version History

Version	2
Modified	06/13/2019 - Created on 9/5/2019 - Updated Labor Op

