

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5438  
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 20, 2020

Subject: N192291640 - Special Coverage  
Exhaust Temperature Sensor Failure

Models: 2016 Chevrolet Silverado  
2016 GMC Sierra  
Equipped with LML (RPO 6.6L, 8 CYL Diesel Engine)

To: All General Motors Dealers

General Motors is releasing Special Coverage N102291640 today. The total number of U.S. vehicles involved is approximately 125,170. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on July 29, 2020.

**Global Warranty Management (GWM)**

The Applicable Warranties section on the Investigate Vehicle History (IVH) screen will be updated June 21, 2020 or sooner. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS

# Special Coverage Adjustment

## N192291640 Exhaust Temperature Sensor Failure



Release Date: July 2020

Revision: 00

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

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado	2016	2016	LML	Engine-Diesel, 8 CYL, 6.6L, PTI, V8, Turbo, Duramax
GMC	Sierra				

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>	On some 2016 model year Chevrolet Silverado and GMC Sierra vehicles, equipped with a 6.6L diesel engine, an exhaust gas temperature sensor, at the position 2 location, may fail. If this occurs, the control system will inhibit diesel particulate filter regeneration and selective catalyst reductant (Diesel Exhaust Fluid) dosing. The Service Exhaust Fluid System or Service Emission System message will be displayed, the Malfunction Indicator Light (Check Engine Light) will illuminate, and a diagnostic trouble code related to the position 2 exhaust gas temperature sensor will be set.
<b>Special Coverage Adjustment</b>	<p>This special coverage covers the condition described above for a period of 10 years or 120,000 miles (193,000 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 June 17, 2020, 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 June 17, 2020, 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 position 2 exhaust gas temperature sensor as necessary. The repairs will be made at no charge to the customer.

### Parts

Quantity	Part Name	Part No.
1	Exhaust Temperature Sensor (Position 2)	12643246

**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
9900695	Diagnosis only – No Repair Required	0.1-1.0	ZREG	N/A
9900696	Exhaust Temperature Sensor Replacement – Position 2 Add: Diagnosis Time	0.3 0.1-1.0	ZREG	N/A
9900697	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	- N/A 0.2	ZREG	*
9900698	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.

# Special Coverage Adjustment

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### Service Procedure

A vehicle may come in with a Check Engine Light on or in reduced engine power mode for one or more DTCs. In the course of following SI-based diagnostics for those DTCs, you may determine that the fix is to replace the Exhaust Temperature Position Sensor in Position 2.

- If diagnostics do NOT lead to Exhaust Temperature Sensor – Position 2 replacement, no further action is required. Inform the customer that any further diagnostics, troubleshooting, or repair required will need to be covered by customer pay or a goodwill adjustment.
- If diagnostics DO lead to Exhaust Temperature Sensor – Position 2 replacement, replace the sensor. Refer to *Exhaust Temperature Sensor Replacement – Position 2* 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 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).

### 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 July 31, 2021. See General Motors Service Policies and Procedures Manual, Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.



# Special Coverage Adjustment

## N192291640 Exhaust Temperature Sensor Failure



July 2020

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

Dear General Motors Customer:

As the owner of a 2016 model year Chevrolet Silverado and GMC Sierra, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2016 model year Chevrolet Silverado and GMC Sierra vehicles, equipped with 6.6L diesel engine, may have a condition where an exhaust gas temperature sensor, at the position 2 location, may fail. If this occurs, the control system will inhibit diesel particulate filter regeneration and selective catalyst reductant (Diesel Exhaust Fluid) dosing. The Service Exhaust Fluid System or Service Emission System message will be displayed, the Malfunction Indicator Light (Check Engine Light) will illuminate, and a diagnostic trouble code related to the position 2 exhaust gas temperature sensor will 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 model year Chevrolet Silverado and GMC Sierra within 10 years of the date your vehicle was originally placed in service or 120,000 miles (193,000 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 July 31, 2021, 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)
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  
Global Executive Director  
Customer Experience Operations

Enclosure  
N192291640