

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5460
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 29, 2020

Subject: N202310520 - Service Update
Engine Oil Cooler Lines

Models: 2021 Chevrolet Tahoe, Suburban
2021 GMC Yukon, Yukon XL

To: All General Motors Dealers

General Motors is releasing Service Update N202310520 today. The total number of U.S. vehicles involved is approximately 5,757. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated July 30, 2020 or sooner. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Service Update

N202310520 Engine Oil Cooler Lines



Release Date: July 2020

Revision: 00

Attention: This service update involves vehicles in dealer inventory only and will expire July 31, 2021.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Tahoe, Suburban	2021	2021		
GMC	Yukon, Yukon XL				

This service update should be performed on vehicles in dealer inventory only. Involved vehicles are marked “open” on the Investigate Vehicle History screen 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	Certain 2021 model year Chevrolet Tahoe, Suburban, GMC Yukon and Yukon XL vehicles may have a condition where the engine oil cooler line is not fully seated into the quick connect at the radiator.
Correction	Dealers are to inspect the engine oil cooler lines at the quick connector on the radiator to confirm they are fully seated.

Parts

No parts are required for this repair.

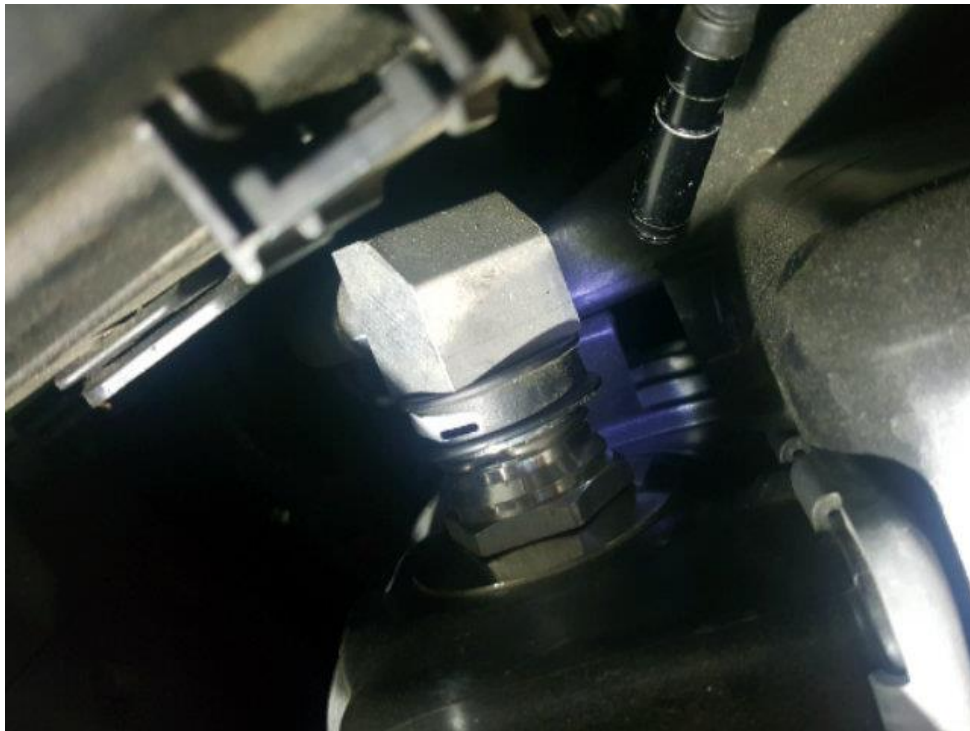
Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105228	Inspect and Ensure Oil Cooler Line Quick Connects are Securely Fastened	0.6	ZFAT	N/A

Service Procedure

Note: Most vehicles involved in this recall should not have plastic covers over the engine oil cooler quick connect fittings. If a vehicle does, just slide them off to inspect (if necessary, to visually double check the line is seated) and back on again when the inspection is finished.

1. Open the hood.



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2. Locate the upper oil cooler line where it goes into the radiator as shown.

Service Update

N202310520 Engine Oil Cooler Lines



3. Firmly push the engine oil cooler line into the radiator to be sure it is seated, then gently tug on the line to check that it cannot come loose.
4. Lift the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
5. Remove the passenger's side wheelhouse liner. Refer to *Front Wheelhouse Liner Replacement* in SI.



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6. Locate the lower oil cooler line where it goes into the radiator as shown.
7. Firmly push the lower engine oil cooler line into the radiator to be sure it is seated, then gently tug on the line to check that it cannot come loose.

Caution: The purpose of this field action is to ensure the engine oil cooler lines are seated in the quick connect fitting. Catastrophic engine failure can occur if they are not. Be completely sure both engine oil cooler lines are seated fully in the radiator before proceeding.

8. Reinstall the passenger's side wheelhouse liner. Refer to *Front Wheelhouse Liner Replacement* in SI.
9. Lower the vehicle.
10. Close the hood.

Dealer Responsibility

Dealers must take the steps necessary to ensure that the service update correction has been made to all involved vehicles in dealer inventory before selling or dealer-trading the vehicle, but no later than July 31, 2021.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

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.



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