

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5663
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 1, 2021

Subject: N202325860 - Customer Satisfaction Program
Calipers Bore Out of Specification and Leaking at Piston Casting – US
and Canada Only

Models: 2021 Chevrolet Express
2021 GMC Savana

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N202325860 today. The total number of U.S. vehicles involved is approximately 76. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin mid-February 2021.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated February 2, 2021 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

Customer Satisfaction Program

N202325860 Calipers Bore Out of Specification and Leaking at Piston Casting – US and Canada Only



Release Date: February 2021

Revision: 00

Attention: This program is in effect until February 28, 2023.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Express	2021	2021		
GMC	Savana				

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 Express and GMC Savana vehicles may have two potential conditions. First; the front caliper may have been produced out of specification on the caliper clearance to the rotor. This can result in brake drag, reducing brake pad life, and the potential to pull to the right or left. Second; the rear caliper may have been damaged during vehicle assembly. This damage may have caused a microcrack in the rear brake calipers piston. This microcrack can result to a leak path for the brake fluid, eventually illuminating the BRAKE malfunction indicator lamp (MIL).
Correction	Dealers are to replace both front and both rear brake calipers.

Parts

Quantity	Part Name	Part No.
1	Rear Brake Caliper Assembly - Dually	84492612
1	Rear Brake Caliper Assembly - Dually	84492613
2	Rear Brake Caliper Bracket Kit	84786094
1	Rear Brake Caliper Pad Kit	84786096
2	Rear Brake Caliper Glide Pin Kit	13520193
1	Front Brake Caliper Assembly	84902784
1	Front Brake Caliper Assembly	84902786
1	Bracket Kit, Front Brake Caliper	84776464
1	Bracket Kit, Front Brake Caliper	84776465
1	Front Disc Brake Pad Kit	84776469
2	Front Brake Caliper Glide Pin Kit	13520193
1	Rear Brake Caliper Assembly - single rear wheel	84786067
1	Rear Brake Caliper Assembly - single rear wheel	84786068
2	Brake Fluid	19299570
4	Brake Sealing Washers	21012386
4	Front Brake Caliper Bracket Bolts	18026702
4	Rear Brake Caliper Bracket Bolts	15012506

Important: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which part to order.

It is estimated that only 78 involved vehicles will require parts replaced. **Due to the small number of vehicles anticipated that will need this fix and the limited initial parts availability, dealers are encouraged not to order these 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
9105562	Front and Rear Brake Caliper Replacement (includes bleeding)	2.1	ZFAT	N/A

Service Procedure

1. Replace the front brake calipers and brackets. Refer to *Front Brake Caliper Replacement* and *Front Brake Caliper Bracket Replacement*. Do not bleed the brakes until you perform step 2.
2. Replace the rear brake calipers and brackets. Refer to *Rear Brake Caliper Replacement* and *Rear Brake Caliper Bracket Replacement* in SI.

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3. Bleed the brakes according to your preferred method. Refer to *Hydraulic Brake System Bleeding (Manual)* or *Hydraulic Brake System Bleeding (Pressure)*.

Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program must be held and inspected/repaired 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.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through February 28, 2023. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, through February 28, 2023, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this field action. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this field action may be a violation of law in several states.

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

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).



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February 2021

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2021 model year Chevrolet Express or GMC Savana vehicles may have two potential conditions. First; the front caliper may have been produced out of specification on the caliper clearance to the rotor. This can result in brake drag, reducing brake pad life, and the potential to pull to the right or left. Second; the rear caliper may have been damaged during vehicle assembly. This damage may have caused a microcrack in the rear brake calipers piston. This microcrack can result to a leak path for the brake fluid, eventually illuminating the BRAKE malfunction indicator lamp (MIL).

Your satisfaction with your Express or Savana is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will replace both front and both rear brake calipers. This service will be performed for you at **no charge until February 28, 2023**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We truly appreciate you taking the time to remedy your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

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