

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5681
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 15, 2021

Subject: N212327560 - Service Update
Radiator Ports Blocked By Flash

Models: 2021 Chevrolet Express
2021 GMC Savana

To: Select General Motors Dealers

General Motors is releasing Service Update N212327560 today. The total number of U.S. vehicles involved is approximately 24. 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 February 16, 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

Service Update

N212327560 Radiator Ports Blocked By Flash



Release Date: February 2021

Revision: 00

Attention: This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

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 a condition where the radiator overflow and vent ports were blocked by flash during the molding process at the supplier.
Correction	Dealers will remove casting flash and refill with coolant as necessary.

Parts

Quantity	Part Name	Part No.
1	Coolant (1 gallon services 4 vehicles)	12346290 US 10953464 CA

Note: The Coolant – 1 gallon, part 12346290 US 10953464 CA, is sold in a gallon and will service 4 vehicles and may already be available in your dealer inventory.

Important: It is estimated that only 25 involved vehicles worldwide will require part replacement for this field action. **Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock. Parts may have quantity limiters in effect.**

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
9105617	Radiator Fill Neck – Check and Clear Ports	0.2	ZFAT	*

* The amount identified in "Net Item" should represent the actual sum total of the current GMCC&A Dealer net price for Coolant needed to perform the required repairs, not to exceed \$2.55 USD, \$3.25 CAD, plus applicable Mark-Up or Landed Cost (for Export).

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Service Procedure

1. Remove the radiator fill cap.
2. If necessary, suction out enough coolant from the radiator fill neck to expose both the overflow port and the vent port, as shown in step 3.



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3. Stuff a shop rag or a paper towel into the radiator fill neck to prevent debris from falling in the coolant, as shown.



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4. Using a radiator hose removal pick, poke through the vent port to clear out and remove any casting flash.

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5. Using the radiator hose removal pick, poke through the overflow port to clear out and remove any casting flash.
6. Use a shop vacuum to remove any plastic debris left over from clearing the vent and overflow ports.
7. Remove the paper towel or shop rag that is blocking the fill neck.
8. Top off coolant as necessary.
9. Reinstall the radiator fill cap.

Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

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.

Dealer Reports

The Inventory tab of the Open Vehicle Report will contain Service Update Bulletin 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 not contain Service Update Bulletin VIN data because the intent of a Service Update Bulletin is to not inconvenience a customer with a special trip for service. Service Update Bulletins are to be completed when the customer is in for a regularly scheduled visit.

