

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5726
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 24, 2021

Subject: N212330421 - Customer Satisfaction Program
Engine Oil Capacity Owner Manual Insert

Models: 2020 Chevrolet 3500/4500 Low Cab Forward MD
Equipped with 6.6L Gasoline Engine (RPO L8T)

To: All General Motors Medium Duty Dealers

General Motors is releasing Customer Satisfaction Program N212330421 today. The total number of U.S. vehicles involved is approximately 215. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin April 7, 2021.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated March 25, 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

N212330421 Engine Oil Capacity Owner Manual Insert



Release Date: March 2021

Revision: 00

Attention: ONLY Chevrolet Medium Duty dealers can complete this field action.

This program is in effect until April 30, 2023.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	3500/4500 Low Cab Forward MD	2020	2020	L8T	6.6L Gasoline Engine

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	In some 2020 model year Chevrolet 3500/4500 Low Cab Forward medium duty vehicles equipped with a 6.6L gasoline engine (RPO L8T), the information in the vehicles' owner manual regarding oil capacity during maintenance is inaccurate. As a result, it is difficult for technicians to refill, adjust and measure the engine oil level accurately during vehicle maintenance.
Correction	Dealers will print and insert a copy of the corrected owner manual page into the glovebox.

Parts

No parts are required.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105642	Print and insert copy of Owner Manual page	0.1	ZFAT	N/A

Service Procedure

Print and insert a copy of the corrected owner manual page into the vehicles' glovebox.

Chevrolet Low Cab Forward 6.6L Gasoline Engine 3500/4500 Owner Manual
(GMNA-Localizing-U.S.-14583498) - 2020 - Insert - 3/11/21

Insert to the 2020 Low Cab Forward 6.6L Gasoline Engine 3500/4500 Owner's Manual

This information replaces the information under Capacities and Specifications found in the Technical Data Section of the owner's manual.

Capacities and Specifications

The specification given here is for information only. Before using it, see the Cautions and other instructions in your owner's manual – the index may help you locate such items. For more information, see the Service Manual covering the chassis or body part in question. Your dealer may also be able to help.

Engine Specifications	
Engine oil capacity	When changing oil and filter: 7.6 L (8.0 qt) ¹



Litho in U.S.A.
Part No. N21-233042_ENUS

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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 April 30, 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 April 30, 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.

Customer Notification

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

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.



**We Support
Voluntary Technician
Certification**

Customer Satisfaction Program

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April 2021

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

Dear General Motors Customer:

We have learned that in your 2020 model year Chevrolet 3500/4500 Low Cab Forward medium duty vehicle, the information in the vehicles' owner manual regarding oil capacity during maintenance is inaccurate. As a result, it is difficult for technicians to refill, adjust and measure the engine oil level accurately during vehicle maintenance.

Your satisfaction with your 3500/4500 Low Cab Forward is very important to us, so we are announcing a program to fix this condition.

What We Will Do: Your Chevrolet dealer will print and insert a copy of the corrected owner manual page into your glovebox. We have also included a copy of this insert for you. This service will be performed for you at **no charge until April 30, 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 to have this insert placed in your glovebox, or you may place this insert into your owner manual.

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)
GM Medium Duty Truck	1-800-862-4389	

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 Chevrolet 3500/4500 Low Cab Forward medium duty vehicle provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

Enclosure
N212330421