

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5833  
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 22, 2021

Subject: N212326940 - Customer Satisfaction  
Engine Oil Cooler Lines Detaching from Crimp

Models: 2019 Chevrolet Silverado 1500 (New Model)  
2019 GMC Sierra 1500 (New Model)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N212326940 today. The total number of U.S. vehicles involved is 530. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin in July 2021.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated June 23, 2021 or sooner. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

# Customer Satisfaction Program

## N212326940 Engine Oil Cooler Lines Detaching from Crimp



Release Date: June 2021

Revision: 00

**Attention:** This program is in effect until July 31, 2023.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 1500 (New Model)	2019	2019		
GMC	Sierra 1500 (New Model)	2019	2019		

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.

<b>Condition</b>	Certain 2019 model year Chevrolet Silverado 1500 (New Model) and GMC Sierra 1500 (New Model) vehicles, may have a condition in which the engine oil cooler (EOC) lines may leak and detach from the crimp joints. Exposure to cold temperature may also aggravate this condition. If the EOC lines leak, there may be an oil leak on the ground and if the EOC lines detach while operating the vehicle, there will be an immediate decrease in oil pressure. This will coincide with a warning on the driver information center display ("Oil Pressure Low Turn Vehicle Off"), along with warning chimes. If the customer continues to operate the vehicle, a loss of propulsion is possible.
<b>Correction</b>	Dealers are to replace the engine oil cooler lines, oil, oil filter and refill the coolant.

### Parts

Quantity	Part Name	Part No.
1	Engine Oil Cooler Lines (V8)	84761009
1	Engine Oil Cooler Lines (V6)	84975141
4	Coolant	12346290 (US) 10953464 (CA)
1	Gasket	12685373
1	Engine Oil Filter	12707246
8	Engine Oil (V8)	19352900 (US) 19420152 (CA)
6	Engine Oil (V6)	88865926 (US) 19420162 (CA)

**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
9105724	Engine Oil Cooler Hose Replacement (Includes oil change)	2.0	ZFAT	N/A
9105725	Customer Reimbursement Approved - For USA and Canada dealers only	N/A	ZFAT	*
9105726	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**

Note: To avoid having to "H" route the customer reimbursement transaction for wholesale approval, it must be submitted prior to the repair transaction.

\* For USA and Canada: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

\*\* Submit \$10.00 administrative allowance in Net/Admin Allowance.

# Customer Satisfaction Program

## N212326940 Engine Oil Cooler Lines Detaching from Crimp



### Service Procedure

Replace the Engine Oil Cooler Hoses. Refer to *Engine Oil Cooler Hose Replacement (L82, L84, L87)* or *Engine Oil Cooler Hose Replacement (LV3)* in SI.

- While replacing the engine oil cooler hoses, change the oil and oil filter. Refer to *Engine Oil and Oil Filter Replacement* in SI.

### 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/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.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through July 31, 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 July 31, 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).

### 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, 2022. See General Motors Service Policies and Procedures Manual, Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.



# Customer Satisfaction Program

## N212326940 Engine Oil Cooler Lines Detaching from Crimp



July 2021

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

Dear General Motors Customer:

We have learned that your 2019 model year Chevrolet Silverado 1500 (New Model) or GMC Sierra 1500 (New Model) may have a condition in which the engine oil cooler (EOC) lines may leak and detach from the crimp joints. Exposure to cold temperature may also aggravate this condition. If the EOC lines leak, there may be an oil leak on the ground and if the EOC lines detach while operating the vehicle, there will be an immediate decrease in oil pressure. This will coincide with a warning on the driver information center display ("Oil Pressure Low Turn Vehicle Off"), along with warning chimes. If the driver continues to operate the vehicle, a loss of propulsion is possible.

Your satisfaction with your 2019 model year Chevrolet Silverado 1500 (New Model) or GMC Sierra 1500 (New Model) 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 the engine oil cooler lines, oil, oil filter and refill the coolant. This service will be performed for you at **no charge until July 31, 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.

**Reimbursement:** Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. 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, 2022, unless state law specifies a longer reimbursement period.

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

Enclosure  
N212326940