

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5873  
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 20, 2021

Subject: N212338290 - Special Coverage  
Glow Plug Failure

Models: 2018-2019 Chevrolet Silverado  
2018-2019 GMC Sierra  
Equipped with 6.6L Diesel Engine (RPO L5P)

To: All General Motors Dealers

General Motors is releasing Special Coverage N212338290 today. The total number of U.S. vehicles involved is approximately 244,500. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on August 3, 2021.

**Global Warranty Management (GWM)**

The Applicable Warranties section on the Investigate Vehicle History (IVH) screen will be updated July 21, 2021 or sooner. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

# Special Coverage Adjustment

## N212338290 Glow Plug Failure



Release Date: July 2021

Revision: 00

**Attention:** This Special Coverage can be seen in the Applicable Warranties section in Investigate Vehicle History (IVH).

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado	2018	2019	L5P	6.6L Diesel Engine
GMC	Sierra				

Involved vehicles are identified on the Applicable Warranties section 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 2018-2019 model year Chevrolet Silverado and GMC Sierra vehicles equipped with a 6.6L diesel engine (RPO L5P), may have a condition that could cause the engine glow plugs to fail. If this condition occurs, the Malfunction Indicator Light (Check Engine Light) will illuminate and a diagnostic trouble code will set. Additionally, the engine may be hard to start or the engine may run rough immediately following engine start.
<b>Special Coverage Adjustment</b>	<p>This special coverage covers the condition described above for a period of 15 years or 150,000 miles (240,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.</p> <p>For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after July 20, 2021, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to July 20, 2021, must be submitted to the Service Contract provider.</p> <p>Vehicle owners or lessees who paid for repairs referenced in this Special Coverage ("Customers") are eligible for reimbursement of their reasonable and customary expenses in accordance with the procedures specified below. The conditional right to reimbursement is provided by GM solely in the interest of customer satisfaction and is personal to Customers. <i>Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.</i></p>
<b>Correction</b>	Dealers are to replace the glow plugs as necessary. The repairs will be made at no charge to the customer.

### Parts

Quantity	Part Name	Part No.
As Required	Glow Plug	12690238

**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
9900767	Diagnosis only – No Further Action Required	Up to 1.0	ZREG	N/A
9900768	Glow Plug Replacement Diagnosis First Bank -Add: Each Additional Glow Plug First Bank -Add: Second Bank -Add: Each Additional Glow Plug Second Bank	Up to 1.0 0.7 0.1 0.6 0.1	ZREG	N/A
9900769	Customer Reimbursement Approved - For USA and Canada dealers only	N/A	ZREG	*
9900770	Customer Reimbursement Denied – For USA dealers only	N/A	ZREG	**

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

# Special Coverage Adjustment

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

### Service Procedure

**Note:** If the vehicle has any DTCs that are referenced in PIP 20-NA-176, be sure to perform the procedure in that PIP first, as it may fix the issue.

1. A vehicle may come in with a complaint of trouble starting in the cold, an inability to remote start in cold weather, or rough running immediately after a cold start. In addition, the vehicle may have one or more DTCs including, but not limited to the below DTCs.
  - P0671-P0678 Glow Plug Circuit/Open
  - P1338-P133F Glow Plug Offset Exceeded Learning Limit
  - P06C5-P06CC Glow Plug Incorrect
2. Perform diagnosis according to the appropriate SI troubleshooting chart for the DTC or issue the vehicle came in with.
  - If diagnosis does NOT lead to glow plug replacement, no further action is required. Inform the customer that further repairs will not be covered under this special coverage, and close out the repair for your diagnosis time.
  - If diagnosis DOES lead to glow plug replacement, replace the glow plugs in question. Refer to *Glow Plug Replacement – Bank 1*; and/or *Glow Plug Replacement – Bank 2* in SI.

### 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

General Motors will notify Customers of this special coverage on their vehicle (see copy of typical 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 August 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.

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**

# Special Coverage Adjustment

## N212338290 Glow Plug Failure



August 2021

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

Dear General Motors Customer:

As the owner of a 2018-2019 model year Chevrolet Silverado or GMC Sierra, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2018-2019 model year Chevrolet Silverado and GMC Sierra vehicles equipped with a 6.6L diesel engine, may have a condition that could cause the engine glow plugs to fail. If this condition occurs, the Malfunction Indicator Light (Check Engine Light) will illuminate and a diagnostic trouble code will set. Additionally, the engine may be hard to start or the engine may run rough immediately following engine start.

**Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.**

**What We Have Done:** General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2018-2019 model year Chevrolet Silverado or GMC Sierra within 15 years of the date your vehicle was originally placed in service or 150,000 miles (240,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

**What You Should Do:** If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

**Reimbursement:** 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 August 31, 2022, unless state law specifies a longer reimbursement period.

The right to submit reimbursement claims is provided by GM solely in the interest of customer satisfaction and is personal to vehicle owners and lessees who previously paid for repairs referenced in this Special Coverage ("Customers"). **Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.**

If you have any questions or need any assistance, please contact your dealer or 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 are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Neelie O'Connor  
Global Executive Director  
Customer Experience Operations

Enclosure  
N212338290