

# Customer Satisfaction Program

## N222360980 Engine Main Bearing Cap Bolts Improper Torque



Release Date: June 2022

Revision: 00

**Attention:** This program is in effect until June 30, 2024.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	Escalade	2022	2022	L87	6.2L Gasoline Engine
Cadillac	Escalade ESV				
Chevrolet	Silverado 1500 LTD				
Chevrolet	Suburban				
Chevrolet	Tahoe				
GMC	Sierra 1500 Limited				
GMC	Yukon				
GMC	Yukon XL				

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 2022 model year Cadillac Escalade and Escalade ESV, Chevrolet Silverado 1500 LTD, Suburban and Tahoe, and GMC Sierra 1500 Limited, Yukon, and Yukon XL vehicles, equipped with a 6.2L gasoline engine (RPO L87), may have a condition in which the inner main bearing cap bolts were not torqued properly. Based on data available to GM, vehicles involved in this field action may be at an increased risk of experiencing low engine oil pressure with warning, potentially causing engine damage.
<b>Correction</b>	Dealers are to replace the engine.

### Parts

Quantity	Part Name	Part No.
1	Engine	12716401
2	Water Pump Gasket	12682391
1	Engine Oil Cooler Gasket	23129010
1	Fuel Pump Bracket Gasket	12679867
1	Water Pump and Generator Gasket	12669858
1	Exhaust Manifold Pipe Seal	15077362
1	Exhaust Manifold Pipe Seal	15035747
2	Exhaust Manifold Gasket	12657093
8	Intake Manifold Gasket	12626354
10	Exhaust Manifold Bolt	11546600
1	Oil Level Indicator Tube Seal	12670252
1	Fuel Injector Seal Kit	12672367
1	Fuel Feed Intermediate Pipe	12677002
1	Fuel Feed Intermediate Pipe	12679463
1	Air Conditioning Evaporator Tube Seal	13579648
1	Air Conditioning Evaporator Tube Seal	13579649
1	Engine Coolant	12346290 (US) 10953464 (CA) Obtain locally in compliance w/GM spec GMW3420 and Material Specification 9985809 (all other countries)
8	Engine Oil	19432331 (US) 19420152 (CA) Obtain locally in compliance w/GM spec GMW18144 (all other countries)
4	Automatic Transmission Fluid	19352619 (US) 19352620 (CA) Obtain locally in compliance w/Material Specification 9986396 (all other countries)
1	Air Conditioning Compressor Belt	12658178

Note: Do not discard the removed engine. Engines are to be returned to the Warranty Parts Center – a WPC return order will be generated when the warranty claim is paid.

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It is estimated that there are only 64 involved vehicles that will require parts being replaced. **Due to the small number of vehicles anticipated that will need this repair and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

**IMPORTANT NOTE:** Due to flight restrictions for oversize goods shipments, dealer orders may arrive via FedEx or with your normal PDC delivery. Please **do not place orders as SPAC**; it will delay shipment of the order and will not provide visibility. **Please note, parts will not be shipped overnight. Plan accordingly for transit time to reach your facility.**

**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
9106213	Engine Replacement (add times apply to all packages)		ZFAT	N/A
	Add Time R&R R-1234-YF	1.2		
	Add Time R&R R-134A	0.3		
	SUV 2WD F47	18.1		
	SUV 2WD without F47	18.0		
	SUV 4WD F47	18.2		
	SUV 4WD without F47	18.1		
	Truck	17.4		

### Service Procedure

**Important: Service Agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.**

Replace the engine. Refer to *Engine Replacement* in service information by your vehicle make, model, and RPO.

### 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 June 30, 2024. 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, whenever a vehicle subject to this program enters your vehicle inventory or is in your facility for service through June 30, 2024, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

### Dealer Reports – For USA & Export

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.

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### **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).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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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

## N222360980 Engine Main Bearing Cap Bolts Improper Torque



June 2022

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

Dear General Motors Customer:

We have learned that your 2022 model year Cadillac Escalade or Escalade ESV, Chevrolet Silverado 1500 LTD, Suburban or Tahoe, or GMC Sierra 1500 Limited, Yukon, or Yukon XL may have a condition in which the inner main bearing cap bolts were not torqued properly. These vehicles may be at an increased risk of experiencing low engine oil pressure with warning, potentially causing engine damage.

Your satisfaction with your Cadillac Escalade or Escalade ESV, Chevrolet Silverado 1500 LTD, Suburban or Tahoe, or GMC Sierra 1500 Limited, Yukon, or Yukon XL is very important to us, so we are announcing a program to address this condition.

**What We Will Do:** Your GM dealer will replace the engine. This service will be performed for you at **no charge until June 30, 2024**. 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.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-333-4223	711 / 1-800-833-2438
Chevrolet	1-800-222-1020	711 / 1-800-833-2438
GMC	1-800-462-8782	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

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

N222360980

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6175  
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 1, 2022

Subject: N222360980 - Customer Satisfaction Program  
Engine Main Bearing Cap Bolts Improper Torque

Models: 2022 Cadillac Escalade, Escalade ESV  
2022 Chevrolet Silverado 1500 LTD  
2022 Chevrolet Suburban  
2022 Chevrolet Tahoe  
2022 GMC Sierra 1500 Limited  
2022 GMC Yukon, Yukon XL  
Equipped with 6.2L Gasoline Engine (RPO L87)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N222360980 today. The total number of U.S. vehicles involved is 46. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on June 10, 2022.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated June 1, 2022. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS