

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6507
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 28, 2023

Subject: N222394260 - Emission Recall
Mass Air Flow (MAF) Sensor Replacement

Models: 2020-2023 Chevrolet 3500/4500 Low Cab Forward (LCF)
Equipped with 6.6L Gasoline Engine (RPO L8T)

To: All General Motors Medium Duty Dealers

General Motors is releasing Emission Recall N222394260 today. The total number of U.S. vehicles involved is 6,295. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on April 11, 2023.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated March 28, 2023. A list of vehicles in dealer inventory is attached to this message.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Product Emission Recall

N222394260 Mass Air Flow (MAF) Sensor Replacement



Release Date: March 2023

Revision: 00

Attention: All involved vehicles in the US and Canada that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

ONLY Chevrolet Medium Duty dealers can complete this recall repair.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	3500/4500 Low Cab Forward (LCF)	2020	2023	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	General Motors has decided to conduct a Voluntary Emissions Recall on certain 2020-2023 Chevrolet 3500/4500 Low Cab Forward (LCF) vehicles with a 6.6L gasoline engine (RPO L8T). In certain vehicles, water may enter the Mass Air Flow (MAF) sensor and cause it to fail. If this condition occurs, the Malfunction Indicator Light (Check Engine Light) will illuminate, a diagnostic trouble code will set, and the engine may run rough or be difficult to start.
Correction	Dealers are to replace the MAF sensor and wrap the connecting harness with Tesa tape.

Parts

Quantity	Part Name	Part No.
1	Mass Airflow Sensor	12714453

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106620	MAF Sensor Replacement and Harness Wrap	0.4	ZFAT	*
9106621	Customer Reimbursement Approved - For USA and Canada dealers only	N/A	ZFAT	**
9106622	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	***

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

* The amount identified in “Net Item” should represent the actual sum total of the current GMCCA Dealer net price for 1 roll of Tesa® tape 51006 or equivalent needed to perform the required repairs, not to exceed \$17.39 USD, \$23.38 CAD, plus applicable Mark-Up, or Landed Cost (for Export). This is a locally sourced supply, do not order from GMCCA.

** For USA & Canada: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit \$20.00 USD (\$25.00 CAD) administrative allowance in Net/Admin Allowance.

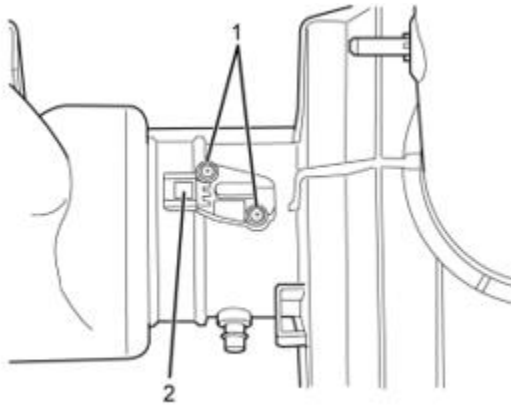
*** Submit \$10.00 administrative allowance in Net/Admin Allowance.

Service Procedure

Important: The following procedure requires the use of Tesa® tape 51006. This product, or an equivalent must be used in this procedure.

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1. Remove the 2 MAF sensor/IAT sensor bolts (1).
2. Remove the MAF sensor (2).
3. If vehicle was produced after 1/3/2022, remove and discard the existing Tesa® tape from the MAF sensor connection.
4. Disconnect and discard the mass air flow (MAF) sensor/ intake air temperature (IAT) sensor from the wiring harness.

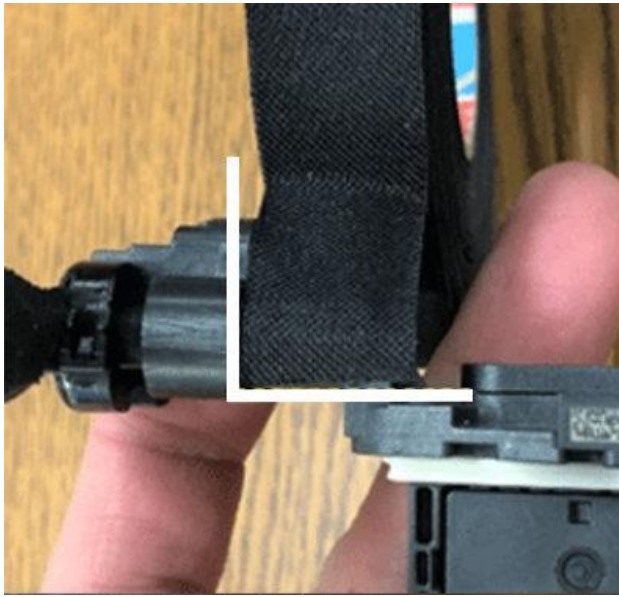


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5. Connect the new mass air flow (MAF) sensor/ intake air temperature (IAT) sensor to the wiring harness as shown above.

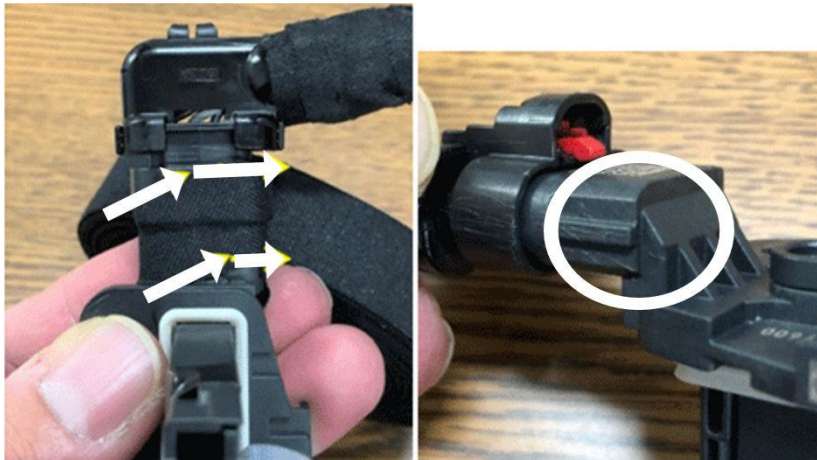
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6. Using Tesa® tape 51006 (or equivalent), align tape to the edge of the sensor as shown above.



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7. Starting at the sensor edge, wrap three times as shown above. Ensure that the tape is securely attached to all surfaces, including the recesses shown circled above.

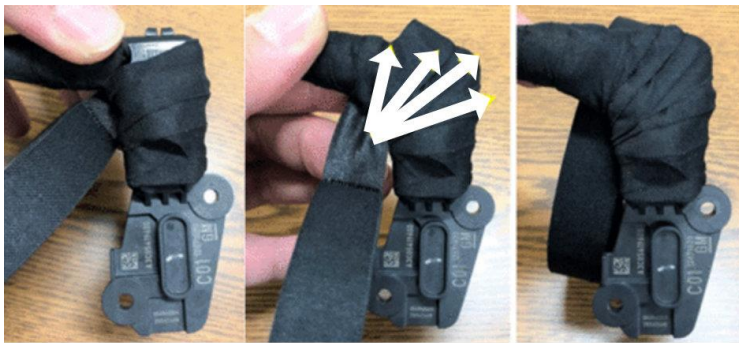
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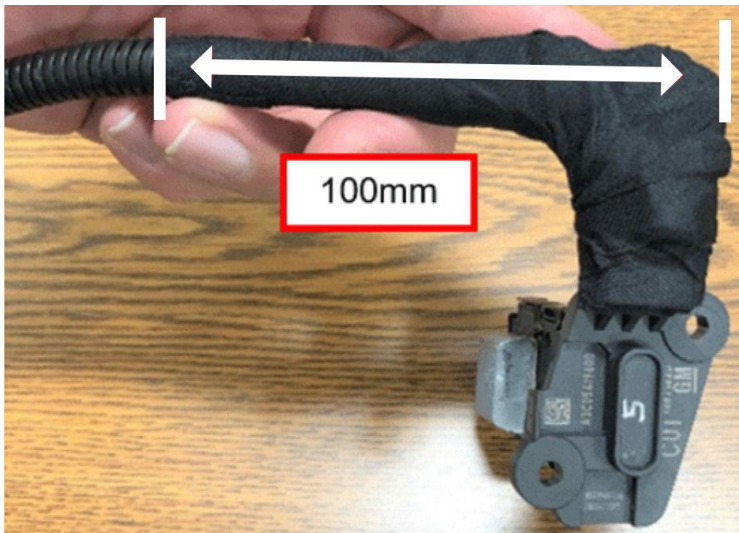
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8. Press down on tape to ensure all gaps are closed and sealed.



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9. Wrap tape around the harness bend.



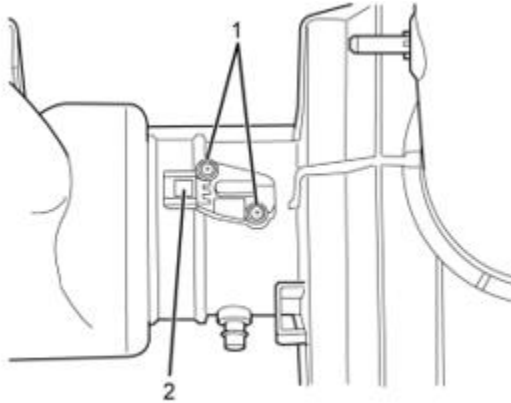
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10. Wrap tape around the harness, overlapping the previous wrap by half, and ending 100 mm from the outside edge of the harness bend, as shown above.



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11. Install the MAF sensor/ IAT sensor (2).
12. Install and tighten the MAF sensor/IAT sensor bolts (1) to 1.5 Nm (13 lb in).
13. CALIFORNIA, COLORADO, CONNECTICUT, DELAWARE, MAINE, MARYLAND, MASSACHUSETTS, NEW JERSEY, NEW YORK, OREGON, RHODE ISLAND, VERMONT, WASHINGTON VEHICLES ONLY: Install a Recall Identification Label upon recall completion. See General Motors Service Policies and Procedures Manual, Recall Identification Label, for details.
14. CALIFORNIA VEHICLES ONLY: Complete a "Proof of Correction" certificate and provide to the vehicle owner upon recall completion. For the recall number on the "Proof of Correction" certificate, enter only the six digits in characters 4-9 of this recall bulletin number: 239426.

Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall 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 recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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. Recall 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 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.

*****THE FOLLOWING 2 PARAGRAPHS ARE NOT FOR CANADA OR EXPORT*****

When a California emissions recall is completed by a GM dealer, the dealer must provide the vehicle owner a "Proof of Correction Certificate" which the owner may need to present to the California Department Of Motor Vehicles (DMV) when renewing their vehicle registration. Without this correction certificate, the owner may be unable to renew their vehicle registration.

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Additional Certificates can be obtained, at no charge, from the 1Store application in GlobalConnect. Request GM Item Number 1825 when ordering.

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 recall. 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 recall may be a violation of law in several states.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

In order to ensure full protection under the emission warranty, and the right to participate in future recalls, the customer notification letter recommends that customers have their vehicles serviced as soon as possible. It also advises that failure to do so could legally be determined to be lack of proper maintenance. The vehicle may fail a state or local emission inspection test if the recall work is not completed.

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 April 30, 2024. 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**

Product Emission Recall

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April 2023

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

Dear General Motors Customer:

This notice is sent to inform you that General Motors is conducting a voluntary emission recall that includes your vehicle.

Reason For This Recall: Your 2020-2023 model year Chevrolet 3500/4500 Low Cab Forward vehicle, equipped with a 6.6L gasoline engine has been certified to meet California and Federal emissions standards and may be releasing air pollutants which exceed these standards. Water may enter the Mass Air Flow (MAF) sensor and cause it to fail. If this condition occurs, the Malfunction Indicator Light (Check Engine Light) will illuminate, a diagnostic trouble code will set, and the engine may run rough or be difficult to start.

What Will Be Done: Your GM dealer will replace the MAF sensor and wrap the connecting harness with wiring harness tape. This service will be performed for you at **no charge**. Eligibility for this service will not be denied solely due to your 2020-2023 model year Chevrolet 3500/4500 Low Cab Forward vehicle having non-GM parts or repairs performed by outlets other than a GM franchised dealer.

How Long Will The Repair Take? Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 30 minutes.

What You Should Do: Please contact your GM dealer as soon as possible to arrange a service date and to assure parts availability. Instructions for making this correction have been sent to your dealer. Please ask your dealer if you wish to know how much time will be needed to schedule, process, and repair your vehicle.

When scheduling your appointment, confirm with the dealer that they service Medium Duty Trucks.

Reimbursement: Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have 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 April 30, 2024, unless state law specifies a longer reimbursement period.

If you have any questions or need any assistance, just contact your dealer or 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)
Chevrolet	1-800-222-1020	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	

Emission Law Information: In order to ensure your full protection under the emission warranty made applicable to your vehicle by state and federal law, and your right to participate in future recalls, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could legally be determined to be lack of proper maintenance of your vehicle. Also, your vehicle may fail a state or local emission inspection if this recall is not accomplished.

IMPORTANT MESSAGE FOR CALIFORNIA RESIDENTS

The California Air Resources Board (CARB) requires vehicle emission recalls be completed prior to California registration renewal. Uncorrected emission recalls will result in the inability to renew your California vehicle registration.

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At the time of emission recall completion, your California dealer will issue a "Proof of Correction Certificate". Keep this certificate and, if required, present it to the Department of Motor Vehicles when renewing your California registration as proof of recall completion.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your continued satisfaction with our products.

Regina A. Carto
Vice President
Global Product Safety and Systems

Enclosure
GM Recall: N222394260