

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6571
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 17, 2023

Subject: N232395830 - Customer Satisfaction Program
Camshaft Ladder Frame

Models: 2023 Chevrolet Silverado 1500
2023 GMC Sierra 1500
2023 GMC Yukon

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N232395830 today. The total number of U.S. vehicles involved is approximately 13. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on May 31, 2023.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated May 17, 2023. A Stock VIN list is not included as our records show there are no vehicles in dealer new inventory.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Customer Satisfaction Program

N232395830 Camshaft Ladder Frame



Release Date: May 2023

Revision: 00

Attention: This program is in effect until May 31, 2025.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 1500	2023	2023		
GMC	Sierra 1500				
GMC	Yukon				

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	Certain 2023 model year Chevrolet Silverado 1500, GMC Sierra 1500 and Yukon vehicles, may have a condition in which the overhead camshaft ladder assembly was mis-built and installed on the engine.
Correction	Dealers will replace the engine.

Parts

Quantity	Part Name	Part No.
	LZ0	
1	LZ0 Engine Assembly	12731655
3	SEAL-A/C CNDSR	13579649
4	SEAL-A/C EVPR TUBE	13579648
1	SEAL-A/C CMPR TUBE	13579646
1	CLAMP ASM-CTLTC CONV	55503171
1	GASKET-CTLTC CONV	55494570
1	CLAMP-EMIS RDCN FLUID INJR	12670035
2	GASKET-ENG COOL THERM	55496955
1	GASKET-ENG COOL THERM	55496954
1	GASKET-ENG COOL THERM HSG	55496127
4	BOLT/SCREW-ENG MT BRKT	11604169
6	BOLT/SCREW-ENG MT FRM SI	11603876
1	GASKET-EGR CLR INL PIPE	55497083
1	GASKET-EGR CLR INL PIPE	55496995
1	GASKET-EGR CLR INL PIPE	55496996
1	GASKET-EGR OTLT PIPE	55496936
1	SEAL-EGR PIPE (O RING)	55496593
1	GASKET-EGR VLV CLR	55490621
1	GASKET-EXH MANIF	55507833
1	GASKET-EXH SYS FRT	84763642
2	GASKET-EXH SYS FRT	55494714
1	GASKET KIT-INT MANIF	55503127
1	FILTER ASM-OIL	12727115
1	SEAL-OIL LVL IND TUBE (O RING)	12670252
1	GASKET-TURBO COOL FEED & RTN PIPE	55496956
1	GASKET-TURBO	55512949
3	NUT-CTLTC CONV	11588835
2	GASKET-TURBO OIL RTN PIPE	40009034
1	CLAMP-TRFER CASE FRT OUTPUT SHF BOOT	84308104
7	OIL-ENG	19370138
5	COOLANT	12346290
1*	SEALANT-RTV SILICONE	19369831
1*	ADHESIVE,THREADLOCKER	19333511
1*	ADHESIVE,THREADLOCKER	19369733
As Req	FLUID-A/TRANS	19352619
As Req	LUBRICANT-A/C SYSTEM	19354657
As Req	Refrigerant - A/C	19260234
	LM2	

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1	LM2 Engine Assembly	40009412
4	SEAL-A/C CNDSR	13579649
3	SEAL-A/C EVPR TUBE	13579648
1	SEAL-A/C CMPR TUBE	13579646
1	CLAMP ASM-CTLTC CONV	55503171
1	GASKET-CTLTC CONV	55494570
1	CLAMP-EMIS RDCN FLUID INJR	55506825
3	GASKET-ENG COOL THERM	55496955
1	GASKET-ENG COOL THERM	55496954
1	GASKET-ENG COOL THERM HSG	55496127
4	BOLT/SCREW-ENG MT BRKT	11604169
6	BOLT/SCREW-ENG MT FRM SI	11603876
3	GASKET-EGR CLR INL PIPE	55497083
1	SEAL-EGR PIPE (O RING)	55496593
1	GASKET-EGR VLV CLR	55490621
1	GASKET-EGR VLV INL	55508537
1	GASKET-EXH MANIF	55507833
1	GASKET-EXH SYS FRT	55494714
1	GASKET-EXH SYS FRT	84763642
1	GASKET KIT-INT MANIF	55503127
1	FILTER ASM-OIL	12727115
1	SEAL-OIL LVL IND TUBE (O RING)	12670252
2	SEAL-TRANS FLUID CLR	85628208
2	GASKET-TURBO COOL FEED & RTN PIPE	55497445
1	GASKET-TURBO	55512949
3	NUT-CTLTC CONV	11588835
2	GASKET-TURBO OIL RTN PIPE	40009034
7	OIL-ENG	19370138
6	COOLANT-ENGINE	12346290
1*	SEALANT-RTV SILICONE	19369831
1*	ADHESIVE,THREADLOCKER	19333511
1*	ADHESIVE,THREADLOCKER	19369733
As Req	LUBRICANT-A/C SYSTEM	19354657
As Req	Refrigerant - A/C	19260234
As Req	FLUID-A/TRANS	19352619

It is estimated that only 14 involved vehicles will require parts replaced. **Due to the small number of vehicles anticipated that will need this fix and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

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
9106747	Silverado/Sierra 2WD	24.5	ZFAT	*
	Silverado/Sierra 4WD	25.5		
	Yukon	25.7		
	Add: Recover and Recharge R1234YF	1.2		

*The amount identified in "Net Item" should represent the actual sum total of the current GM CCA Dealer net price for threadlocker and silicone sealant needed to perform the required repairs, not to exceed \$4.99 USD, \$6.64 CAD.

Service Procedure

Replace the engine. Refer to *Engine Replacement (2WD)* or *Engine Replacement (4WD)* 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

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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 May 31, 2025. 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 May 31, 2025, 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.

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.

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**

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May 2023

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

Dear General Motors Customer:

We have learned that your 2023 model year Chevrolet Silverado 1500, GMC Sierra 1500 or GMC Yukon may have a condition in which the overhead camshaft ladder assembly was mis-built and installed on the engine.

Your satisfaction with your Silverado 1500, Sierra 1500, Yukon 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. This service will be performed for you at **no charge until May 31, 2025**. 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)
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 you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

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