

Subject: Engineering Information - (EI Lite) - (Pictures Only) Lower Oil Pan is Leaking Oil

Attention: Proceed with this EI Lite ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PIE, and proceed with diagnostics found in published service information. THIS IS NOT A RECALL refer to Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins. Proceed with this EI Lite ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard this PIE and proceed with diagnostics found in published service information. This EI Lite is asking ONLY to submit the description of the issue and pictures/video using the Field Product Reporting (FPR) App (reference bulletin 02-00-89-002). THIS IS NOT A RECALL — refer to the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

Brand:	Model:	Model Year:		VIN Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500	2023	2024	—	—	Equipped with 3.0L (RPO LZ0)	—
GMC	Sierra 1500						

Involved Region or Country	U.S. Dealers ONLY
Condition	<p>Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI Lite. If a customer comments on the lower oil pan is leaking oil that results in a repair. Please, use the Field Product Reporting (FPR) App, take pictures of the issue (per details below), fill out required fields (including adding EI number PIEXXXX in the Condition Field) and submit.</p> <p>Note: Note: Instructions to load the FPR App to your phone and other detailed instructions can be found in the latest version of Bulletin 02-00-89-002 (U.S. Dealers).</p>
Cause	GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Correction

Lower Oil Pan is Leaking Oil

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.

If you encounter a vehicle where a customer comments on the lower oil pan is leaking oil on any 2023-2024 Silverado 1500/Sierra 1500 that drives a warrantable item type of repair on any of the listed Models shown above, use the Field Product Reporting (FPR) App, take pictures of the issue (per details below), fill out required fields (including adding PIE number **PIEXXXX** in the Condition Field) and submit.

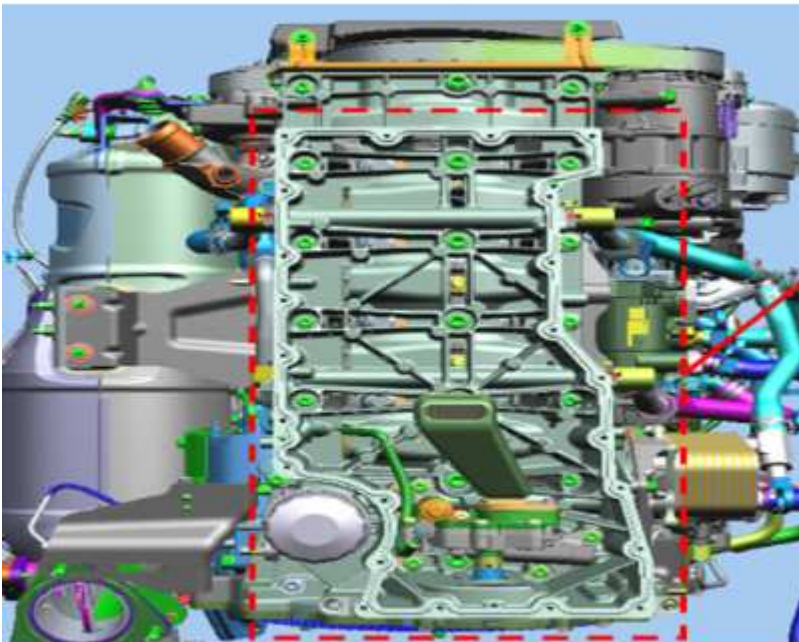
Note: **Note:** GM has updated the Field Product Reporting App, and it is now part of the "Certified Service Mobile Toolbox" (CSMT) Instructions to load the App to your phone and other detailed instructions can be found in the latest version of Bulletin 02-00-89-002 (U.S. Dealers).

1. Take a picture of the area where there is the leak.



2. Take one or more pictures of the entire sealing surface of the pan dismounted, as shown in the picture above. (NOT REMOVE the RTV from the surface)

Important: DO NOT remove any of the RTV from the surface.



3. Take one or more pictures of the LCE sealing surface, as shown in the picture above. (NOT REMOVE the RTV from the surface)

Important: DO NOT remove any of the RTV from the surface.

Warranty Information

If a Field Product Report is submitted, use: (EI LITE)

Labor Operation	Description	Labor Time
4089238*	Engineering Information - (EI Lite) - (Pictures Only) Lower Oil Pan is Leaking Oil	0.3 Hrs.
*This is a unique Labor Operation for bulletin use only.		

Version	1
Modified	Released December 11, 2023