

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6800
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 20, 2024

Subject: N232415060 - Customer Satisfaction Program
Block Main Oil Gallery Hot Core Pin Casting Defect

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

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N232415060 today. The total number of U.S. vehicles involved is approximately 12. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on March 1, 2024.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated February 20, 2024. 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

N232415060 Block Main Oil Gallery Hot Core Pin Casting Defect



Release Date: February 2024

Revision: 00

Attention: This program is in effect until March 31, 2026.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Colorado	2023	2023	L3B	ENGINE-GAS, 4 CYL, 2.7L, TURBO
Chevrolet	Silverado 1500				
GMC	Sierra 1500				

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 Colorado, Chevrolet Silverado 1500, and GMC Sierra 1500 vehicles may have a condition in which the engine block was produced with cracks.
Correction	Dealers are to replace the engine.

Parts

Quantity	Part Name	Part No.
1	L3B – 2.7L Turbo 4 Cylinder Engine	12732264
2	Air Conditioning Compressor and Condenser Hose Seal	13579648*
2	Air Conditioning Compressor and Condenser Hose Seal	13579646*
1	Air Conditioning Compressor and Condenser Hose Seal	13579649*
1	Catalytic Converter Clamp	12701564
1	Catalytic Converter Gasket	12687885
1	Crankcase Vent Passage Seal	12667009
1	Engine Coolant Flow Control Valve Seal	12666026
4	Engine Mount Engine Side Bolt	11548893*
1	Exhaust Manifold Outlet Pipe Gasket	12665976
1	Exhaust System Front Gasket	84407373
1	Fuel Feed Intermediate Pipe	12663312
1	Fuel Injector Nozzle Housing Seal Kit	12693603
1	Fuel Pump Housing Seal	12645181
4	Intake Manifold Gasket	12663540
1	Oil Level Indicator Tube Seal	12670252
1	Positive Crankcase Ventilation Tube	12693534*
2	Turbocharger Bolt	11549150
1	Turbocharger Coolant Feed and Return Pipe Gasket	12667635
1	Turbocharger Gasket	12687166
2	Turbocharger Nut	11612078
1	Turbocharger Oil Feed Pipe Gasket	12663529
1	Turbocharger Oil Return Pipe Gasket	12696999
1	Turbocharger Oil Return Pipe Gasket	12663528
2	Turbocharger Stud	11602757
1	Water Pump Inlet Gasket	12665975
1	Water Pump Outlet Port Seal	12668035
3	Air Conditioning Compressor and Condenser Hose Seal	13418808+
1	Air Conditioning Compressor Hose Seal	13418809+
8	Engine Mount Bracket Bolt	11547742+
1	Transmission Fluid Cooler Seal	85628205*
6	Engine Mount Frame Side Bolt	11549180*
2	Air Conditioning Evaporator Inlet Tube Seal	13418807+
6	Engine Oil (5W-30)	19432351 (US) 19432446 (CA)
6	Engine Coolant	12346290 (US) 10953464 (CA)

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Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which parts to order.

*Silverado/Sierra ONLY

+Colorado ONLY

Reminder: Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Some parts are currently in limited supply. If a SPAC case is required, dealers should place a CSO order (not CSO3) and upgrade the order to a SPAC case themselves. Parts may be removed from SPRINT and Retail Inventory Management (RIM) and be non-returnable. 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
9107114	Replace the Engine Silverado/Sierra Colorado	17.1 19.2	ZFAT	N/A
9107120	Floor Plan Reimbursement – NEW INVENTORY ONLY	N/A	ZFAT	*

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

Floor Plan Reimbursement – NEW INVENTORY ONLY

***Canada Only** – For vehicles eligible for floor plan reimbursement, the amount should be submitted in Net Item/Miscellaneous. This amount should represent the product of the vehicle’s average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to 158 days and applies to the following two VINS.

Vehicle	Floor Plan Reimbursement Amount	
	USA	Canada
2023 GMC Sierra 1500/VIN 1GTRUAEK8PZ268909	N/A	\$11.04
2023 GMC Sierra 1500/VIN 1GTRUBEK8PZ269807	N/A	\$10.07

Service Procedure

Replace the Engine. Refer to *Engine Replacement* in SI based upon your vehicle make, model, and RPO.

Dealer Responsibility

All new, used, GM Certified Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, etc. in dealers’ possession and subject to this field action 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 Pre-Owned (CPO) vehicles currently in the dealers’ inventory within the SHIFT Digital system 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 SHIFT Digital system, or once again be used in the Courtesy Transportation 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 March 31, 2026. 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 March 31, 2026, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

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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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March 2024

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

Dear General Motors Customer:

We have learned that your 2023 model year Chevrolet Colorado, Chevrolet Silverado 1500, or GMC Sierra 1500 may have a condition in which the engine block was produced with cracks.

Your satisfaction with your Colorado, Silverado, or Sierra 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 March 31, 2026**. 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 provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

N232415060