

GENERAL MOTORS
DCS6866
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 24, 2024

Subject: N232413430 - Customer Satisfaction Program
Oversized Lifter Bores

Models: 2023 Cadillac Escalade
2023 Cadillac Escalade ESV
2023 Chevrolet Suburban
2023 Chevrolet Tahoe
2023 Chevrolet Silverado 1500 New
2023 GMC Yukon
2023 GMC Yukon XL
2023 GMC Sierra 1500 New
Equipped with ENGINE-GAS, 8 CYL, V8, 6.2L, DI, DFM, ALUM, GEN
5 (RPO L87)

General Motors is releasing Customer Satisfaction Program N232413430 today.

What Should Dealers Do: Dealers should review IVH or the Dealer Maxis reports for open VINs in their inventory. Dealers can view the attached bulletin and it will also be displayed in Service Information tomorrow.

The Stock VIN list of vehicles in dealer inventory is attached to this message. Note: this list is only accurate at the time of report creation and all VINs should be validated in IVH prior to repair.

END OF MESSAGE

Customer Satisfaction Program

N232413430 Oversized Lifter Bores



Release Date: April 2024

Revision: 00

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

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	Escalade	2023	2023	L87	ENGINE-GAS, 8 CYL, V8, 6.2L, DI, DFM, ALUM, GEN 5
Cadillac	Escalade ESV				
Chevrolet	Suburban				
Chevrolet	Tahoe				
Chevrolet	Silverado 1500 New				
GMC	Yukon				
GMC	Yukon XL				
GMC	Sierra 1500 New				

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 vehicles listed above, equipped with ENGINE-GAS, 8 CYL, V8, 6.2L, DI, DFM, ALUM, GEN 5 (RPO L87), may have a condition in which the engine lifter bores may be oversized.
Correction	Dealers are to replace the engine.

Parts

Quantity	Part Name	Part No.
1	L87 - 6.2L V8 Gas Engine	12716401
1	PIPE,FUEL FEED INTER	12679463
1	GASKET,F/PMP BRKT	12679867
2	GASKET, EXH MANIFOLD	12657093
10	BOLT, EXH MANIFOLD	11546600
8	GASKET,INT MANIFOLD	12626354
1	SEAL,OIL LVL IND TUBE	24504031
1	PIPE,FUEL FEED INTER	12703668
2	SEAL KIT,F/INJR (O RING)	12726902
1	BELT,A/C CMPR	12658178
1	BELT,ACSRV DRV PRIM	12669858
1	GASKET,ENG OIL CLR	23129010
2	SEAL,A/C CMPR&CNDSR HOSE	13579648
2	RETAINER,ENG OIL CLR	22988272
2	GASKET, W/PMP	12682391
1	SEAL, EXH SYS	15035747
1	SEAL EXH SYS	15077362
2	COOLANT, ENG	12346290 (US) 10953464 (CA)
8	OIL, ENG	19432331 (US) 19432456 (CA) Obtain locally in compliance w/ GM spec GMW18144 (all other countries)
6	Engine Mount Frame Side Bolt	11549180
2	Transmission Fluid Cooler Pipe Fitting Seal**	85639955

**Tahoe/Suburban/Yukon/Yukon XL/Escalade/Escalade ESV ONLY

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Parts will be removed from SPRINT and are non returnable. Please only order for applicable VINs and not shelf stock.

The engine required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCCA). The engine on this bulletin is on an Order Writing control and all DRO's (Daily Replenishment Orders) will cancel. Dealers should place engine orders CSO (Customer Special Order) and upgrade to SPAC with a VIN. **All orders will be reviewed prior to being filled. All CSO's will be cancelled daily. Only SPAC orders with a valid VIN associated with the vehicle engine listing will be released.** Due to limited parts availability, parts may have quantity limiters in effect.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106983	Replace the Engine – Silverado/Sierra ONLY	19.8	ZFAT	N/A
	Replace the Engine – Tahoe/Suburban ONLY	19.4		
	Replace the Engine – Yukon/Yukon XL ONLY	19.8		
	Replace the Engine – Escalade/Escalade ESV ONLY	19.6		

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 May 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 May 31, 2026, 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.

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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**

Customer Satisfaction Program

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May 2024

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

Dear General Motors Customer:

We have learned that your 2023 model year Cadillac Escalade, Cadillac Escalade ESV, Chevrolet Suburban, Chevrolet Tahoe, Chevrolet Silverado 1500 New, GMC Yukon, GMC Yukon XL or GMC Sierra 1500 New, may have a condition in which the engine lifter bores may be oversized.

Your satisfaction with your Escalade, Escalade ESV, Suburban, Tahoe, Silverado 1500 New, Yukon, Yukon XL or Sierra 1500 New 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, 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)
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

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