



Service Bulletin

Bulletin No.: 16-NA-274

Date: November, 2024

INFORMATION

Subject: Low Cab Forward (LCF) Labor Operation Restrictions and Repair Restrictions for US Medium Duty Dealers

Attention: US Medium Duty Dealers - Effective June 1, 2018, the Isuzu IQC process will no longer be in effect. As of August 29, 2016, all of the repairs listed in the Restricted Repairs section below require you to contact the Fleet Action Center (FAC) prior to warranty repairs being performed.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Low Cab Forward Medium Duty 3500, 4500, 5500 and 6500	2016	2025	—	—	All	All

Involved Region or Country	United States
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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.

Important Instructions Involving the Medium Duty Service Operations Manager (MDSOM):

On 2016 and newer Chevrolet 3500, 4500, 5500 and 6500 Low Cab Forward Medium Duty Trucks, if you are working on any items listed in the Restricted Repairs section below, then you **MUST** contact your Medium Duty Service Operations Manager (MDSOM)

- Patrick Skelley patrick.s.skelley@gm.com
- John Kirtley john.kirtley@gm.com
- Jacob Matthews jacob.matthews@gm.com
- Cory Hamilton cory.hamilton@gm.com
- Chris Wade chris.wade@gm.com

The MDSOM Office hours are Monday-Friday, 8 AM - 4:30 PM Eastern Standard time.

Restricted Repairs

Important: Failure to contact the Medium Duty Service Operations Manager (MDSOM) for repair authorization prior to replacement of any of these parts will result in non-payment of the warranty transaction.

The restricted repairs include:

- Engine Replacement
- Transmission Assembly Replacement
- Fuel Injectors

- Control Modules
- Turbocharger Assembly
- Catalytic Converter
- SCR (Selective Catalyst Reduction) Assembly
- SCR Catalyst
- DPF (Diesel Particulate Filter) Filter
- A/C Compressor
- Radio Replacement
- Paint Repairs
- Corrosion Repairs
- Fuel Tank
- Leaf Springs
- Diesel Automatic Transmission Oil Pan and/or Gasket
- Fuel Filters
- Belt Replacement
- Parking Brake Replacement

Please have the following information ready when calling the MDSOM for authorization. Depending on the concern, MDSOM may require additional information.

1. The part number of the component that is currently in the vehicle.
2. The Vehicle Identification Number (VIN).
3. Diagnostic test results.
4. Related software/calibration numbers.

Labor Descriptions and Labor Codes

Labor Descriptions	Labor Codes
Engine Replacement	J1840, J1840T
Transmission Replacement	K7000
Fuel Injectors	J59261 ~ 4
Control Modules	K6517, J6360, others TBD
Turbocharger Assembly	J5860
Catalytic Converter	L2300
SCR assembly	L3030
SCR Catalyst	L3050
DPF filter	L2295
A/C Compressor	D4440
Radio Replacement	R0760
Paint Repairs	"A" codes
Corrosion Repairs	"S" Codes
Fuel Tank	L1280
Leaf Springs	E3130, E3131, E3137

Diesel A/T Oil Pan and/or Gasket	K6500
Fuel Filters	J5420, L0730
Belt replacement	J0656, J0657
Shoe And/Or Support Plate, Propeller Shaft Parking Brake (Drum Type) Internal - Replace	H3000

Important Note for Medium Duty Trucks Needing Engine and/or Transmission Repairs:

For those designated GM dealers who are **REQUIRED** to contact the Product Quality Center (PQC) prior to replacing an assembly, you **MUST** follow the PQC Assembly Replacement Process outlined in Bulletin 16-NA-338 when repairing a Medium Duty truck built with a 6.0L GM gasoline engine and 6L90 transmission. Call the PQC at 1-866-654-7654 prior to replacing an assembly. Engine replacement will also require pre-approval from your Service Operations Manager at FAC.

If you have any questions, please contact GM Medium Duty Service Operations Manager (MDSOM):

- Patrick Skelley patrick.s.skelley@gm.com
- John Kirtley john.kirtley@gm.com
- Jacob Matthews jacob.matthews@gm.com
- Chris Wade chris.wade@gm.com

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Important Note for 6500 and 7500 series Medium Duty Trucks with Diesel Engine and Allison Transmission:

Any needed repairs to the Allison transmission and TCM 5500, 6500 and 7500 must be performed by an authorized Allison transmission dealer. GM will not process any Allison transmission repairs via Global Warranty.

For the Cummins engine most, repairs will be made by Cummins authorized repair center follow the direction as called out in service information.

Radios Needing Repairs

Specific procedures apply to radio repairs – refer to Radio bulletin #16-NA-368.

Referral to TAC

After consulting with your MDSOM, you may need to contact TAC for further diagnosis or assistance, and to allow TAC to create a TAC case.

Global Warranty Transaction Submission

1. For calls to the MDSOM for the listed parts that result in a referral to TAC, you must have a TAC case number before you can submit the claim to Global Warranty.
2. The dealer must enter the TAC case number in the “correction” comments section of the claim.
3. Other questions regarding the submission of these claims can be answered by your MDSOM.

Version	8
Modified	<p>Revised September 29, 2017 – Added the 2018 Model Year and Labor Code H3000.</p> <p>Revised May 03, 2018 – Added Model 6500, the 2019 Model Year and Updated Various Document Content.</p> <p>Revised June 22, 2018 – Noted Elimination of Isuzu IQC Process and Updated FAC Contact Information.</p> <p>Revised February 27, 2019 — Added the 2020 Model Year and Updated FAC Service prompt from #4 to #5.</p> <p>Revised October 22, 2019 – Updated the Bulletin # under Important Note for Medium Duty Trucks Needing Engine and/or Transmission Repairs.</p> <p>Revised May 17, 2022 – Added 2021-2023 Model Years.</p> <p>Revised November 08, 2024 - Added 2024-2025 Model Years and updated applicable information through-out the Bulletin.</p>

