



Service Bulletin

Bulletin No.: 25-NA-065

Date: March, 2025

INFORMATION

Subject: Information on How to Have a Fuel or Fluid Sample Tested

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	All	2015	2026				
Cadillac							
Chevrolet							
GMC							

Involved Region or Country	North America
Information	If a fluid sample analysis is to be used to determine warranty eligibility, you may want to obtain an independent analysis from one of the companies listed below.

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.

For independent analysis of a fluid sample:

For an independent analysis of the sample, please see the contact information below:

Note: You may have to check with several of the testing centers below as testing of certain fluids change from time to time and a center that tests a specific fluid may not test that type of fluid anymore. Also, there may be a center that starts to test a new fluid that they didn't previously test.

For the testing of Oil, Fuel, and Coolant Contamination:

ALS Trithology

6180 Halle Drive

Suit D

Valley View Ohio 44125

1-800-726-5400

[Http://www.alsglobal.com](http://www.alsglobal.com)

For the testing of Oil, Coolant, Fuels, Transmission, and All hydraulic Fluids including Power Steering and Brake fluid:

Southwest Research Institute

6220 Culebra Rd.

P.O Drawer 28510

San Antonio, Texas 78238-5166

Contact: Janet Barker 210-522-6924 or Mike Birke 210-522-5310

Http://www.SWRI.org

For the testing of Oil, Coolant, Fuels, Transmission, and All hydraulic Fluids including Power Steering, Brake Fluid, and Refrigerants:

Bureau Veritas Commodities Division

10770 Vine Crest Drive

Houston, Texas 77086

Phone: 800 655 4473

customerservice@us.bureauveritas.com

www.oil-testing.com

For the testing of Oil, Coolant, Diesel Fuels and All hydraulic Fluids including Power Steering, Brake Fluid and Refrigerants:

Herguth Laboratories

101 Corporate Place,

Vallejo, CA 94590-6968

Phone: (707) 554-4611

Toll Free: 1-888-HERGUTH (437-4884)

Http://www.herguth.com

For GM Analysis of a Fuel Sample

When working with TAC, an FSE, or Brand Quality and a fluid sample is requested for analysis:

1. Contact Patti Guyer at Hazmatpac and order a UN – 202 (these are two bottle sample kits. Four bottle kits are also available if needed)
 - Patti Guyer
 - Hazmatpac
 - Houston, TX
 - patti.guyer@hazmatpac.com
 - 1-800-923-9123 x216
2. Collect a sample of the fuel to be tested. The fluid should not be from a filter. Collect sample from tank.
3. Fill the 1-liter glass sample bottles about 80% full (just below the curved top of the bottle):
 - The amount of fuel in the bottle must not exceed 90%
 - If the total volume of fuel available is less than the 80%, supply as much as possible. Some tests may not be possible if bottle is less than 80%
4. Provide the following information on the label and attach to the bottle:
 - VIN
 - Fuel Type

- Location
 - Date Sampled
 - Mileage
5. Securely tighten the glass bottle lid, and place in Hazmat Pack:
- Ensure the cap is tightened and taped
 - Place the glass bottle in the yellow sleeve, enclose with the plastic bag, and zip tie close
 - If sample is gasoline, ethanol, or any combination of the two, attach the enclosed NFPA sticker to the outside of the box
6. Items to place in the box:
- Packaged bottles
 - Any relevant associated oil samples
 - Documentation including:
 - Contact information for:
Dealership service desk, technician, customer
Person receiving results (Phone# and email address)
Primary contact if the GM lab has further questions (Phone# and email address)
 - Sampling location: fuel tank, fuel rail, service station, etc.
 - Customer Fuel Questionnaire

Ship Samples to:**Diesel Samples**

- Shailesh Lopes
- Biofuels Lab Address:
- GM Milford Proving Grounds
- 3300 General Motors Rd.
- Building 42A
- Milford, MI 48380

Gasoline Samples

- Stephen Kirby
- Pontiac North CET – Building C
- Dock 45, Drop Zone CPTZ
- 850 Glenwood Ave
- Pontiac, MI 48340

For GM Analysis of Other Fluids

You will need to contact TAC, the field service engineer, or brand quality manager for shipping information and contact.

On occasion, you may be asked to submit a fluid sample of engine oil, transmission oil, power steering oil, coolant, or other fluids. For these samples, there are many sample shipping kits available online or feel free to contact Hazmatpac using the contact above. These fluid samples should include:

- Contact information for:
 - Dealership service desk, technician, customer
 - Person receiving results (Phone# and email address)
 - Primary contact if the GM lab has further questions (Phone# and email address)
- Location where sample was taken (hose, tank, reservoir, etc.)
- Type of Sample

Customer Questionnaire for Fuel Samples

Filling out the questionnaire will not affect your vehicle warranty! GM is looking for additional information to help survey fuel usage and determine the potential causes of the problem. Answer as many questions as you can. Thank you very much for your assistance.

Date		
Customer name		
Customer telephone number:		
e-mail address:		
VIN (s)		
Describe the problem your vehicle(s) was having: <ul style="list-style-type: none"> • Examples: • Hard starting/no start • Rough idle • Sluggishness (no power) • Stalling • Hesitation • Check engine light came on 		
Has your vehicle had this problem before? (please circle)	Yes	No
Is your vehicle driven daily? (please circle)	Yes	No
How many miles is your vehicle driven daily?		
What percentage of the miles are driven on the highway?		
Describe vehicle usage (I.e. Personal commute, recreational, commercial, heavy-duty/heavy payloads, patrol, etc.)		
What grade of fuel is normally purchased for your vehicle? (please circle)	Regular (87 octane) Mid-grade (89 octane) Premium (91 octane or higher) E85 Other Intermediate Ethanol Blends	Diesel fuel Bio-diesel fuel (specify grade) Renewable Diesel (R95, R99, etc.) Other types of fuel (please list)

Rank the 3 most frequently used fuel brands, with 1 being the most frequently used and 3 being the least used.	___ 76 ___ Aloha ___ Amoco ___ ARCO ___ Beaconl ___ BP ___ Break Time ___ Cenex ___ Chevron ___ CITGO ___ Conoco ___ Co-op ___ Costco ___ CountryMark ___ Diamond ___ Esso ___ Express ___ Exxon ___ Hele ___ Holiday ___ Kwik Star	___ Kwik Trip ___ Petro-Canada ___ Mahalo ___ MFA ___ Mobil ___ Ohana ___ Phillips 66 ___ PUMA ___ QT ___ QuikTrip ___ Road Ranger ___ Shamrock ___ Shell ___ Sinclair ___ Shamrock ___ SuperAmerica ___ SuperFuels ___ Tempo ___ Texaco ___ Tri-Par Qwik Stop ___ Valero
	___ Others (Please list below)	

Where did you buy the fuel when you started noticing issues?	_____	
Did you notice any abnormal sounds coming from the vehicle? If yes, please describe.	Yes	No
Does your drive include significant elevation changes?	Yes	No
Do you generally purchase the same brand of fuel? (please circle) If yes, what brand is it?	Yes	No
If you generally purchase the same brand of fuel, is it purchased at the same location? (please circle) If yes, what is the location?	Brand Name:	
If you generally purchase the same brand of fuel, is it purchased at the same location? (please circle) If yes, what is the location?	Location:	
Please feel free to provide other relevant information and comments	_____	

Thank you very much for taking the time to fill out this questionnaire!

Please have the dealership return the completed questionnaire either with the fuel samples or e-mailed to:

- Stephen R. Kirby, GM Fuels Group
- stephen.r.kirby@gm.com

Warranty Information

For vehicles repaired under the Powertrain coverage, use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
4089528*	Fuel Sample Collection	1.0
*This is a unique Labor Operation for Bulletin use only.		

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