

#07057: Special Coverage Adjustment - Engine Glow Plug - (Feb 13, 2008)

Subject: 07057 -- SPECIAL COVERAGE ADJUSTMENT - ENGINE GLOW PLUG



Models: 2002-04 Chevrolet Silverado
2002-04 GMC Sierra

Equipped with 6.6L Diesel V8 (RPO LB7 - VIN 1) Engine; and California Emissions (YF5/NE1), or Clean Fuel Emissions (VCL)

Condition

Some customers of 2002-04 model year Chevrolet Silverado; and GMC Sierra trucks, equipped with a 6.6L diesel V8 (LB7) engine, and California emissions (YF5/NE1), or Clean Fuel Fleet emissions (VCL), may experience a condition where the engine glow plugs may fail. Failure of the glow plugs on these vehicles will cause illumination of the MIL. Also, depending on the ambient cold start conditions and the number of glow plugs failing open, some customers may also comment about hard starting, misfiring and white smoking after cold start.

Special Coverage Adjustment

This special coverage covers the condition described above for a period of 10 years or 200,000 miles (320,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

Dealers are to replace failed glow plug(s). The repairs will be made at no charge to the customer.

For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after February 13, 2008 are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to February 13, 2008 must be submitted to the Service Contract provider.

Vehicles Involved

Involved are *certain* 2002-04 model year Chevrolet Silverado; and GMC Sierra trucks, equipped with a 6.6L diesel V8 (LB7) engine, and California emissions (YF5/NE1), or Clean Fuel Fleet emissions (VCL) and built within the following VIN breakpoints:

Year	Division	Model	From	Through
2002	Chevrolet	Silverado	2E100004	2E306366
2002	Chevrolet	Silverado	2F100004	2F244420
2002	GMC	Sierra	2E100046	2E305909
2002	GMC	Sierra	2F100034	2F244422

© 2009 General Motors Corporation. All Rights Reserved.

2003	Chevrolet	Silverado	3E100006	3E378716
2003	Chevrolet	Silverado	3F100003	3F259024
2003	GMC	Sierra	3E100066	3E381049
2003	GMC	Sierra	3F100146	3F259028
2004	Chevrolet	Silverado	4E100143	4E219578
2004	Chevrolet	Silverado	4F100082	4F174734
2004	GMC	Sierra	4E100062	4E221355
2004	GMC	Sierra	4F100094	4F174119

Parts Information

Parts required to complete this special coverage are to be obtained from General Motors Service and Parts Operations (GMSPO).

Part Number	Description	Qty/ Vehicle
97226202	Plug, Glow	As required

Customer Notification

General Motors will notify customers of this special coverage on their vehicles (see copy of typical customer letter included with this bulletin - actual divisional letter may vary slightly).

Service Procedure

Refer to SI for glow plug DTC P0380 (California RPO YF5, NE1, NF4, VCL) diagnostics; and replacement procedures.

Claim Information

For vehicles repaired under the terms of this special coverage, submit a claim with the information indicated below:

Repair Performed	Part Count	Part No.	Parts Allow	CC-FC	Labor Op	Labor Hours	Net Item
Replace glow plug(s): Left or Right Bank Diagnosis Time	--	97226202	*	MK-95	T5695	0.6 each bank Add: 0.0-0.3	N/A
Customer Reimbursement (US CAC)	N/A	N/A	N/A	MK-95	T5696	N/A	**

* The "Parts Allowance" should be the sum total of the current GMSPO Dealer net price plus applicable Mark-Up or Landed Cost Mark-Up (for Export) for glow plug(s) needed to complete the repair.

** The amount identified in the "Net Item" column should represent the customer

reimbursement amount.

Customer Reimbursement - For US

All customer requests for reimbursement for previous repairs for the special coverage condition will be handled by the Customer Assistance Center, not by dealers.

A General Motors Customer Reimbursement Procedure and Claim Form is included with the customer letter.

Important: Refer to the GM Service Policies and Procedures Manual, section 6.1.12, for specific procedures regarding customer reimbursement and the form.

If the work was done by someone other than a GM dealership, the amount of reimbursement will be limited to the amount that the repair would have cost GM to have it completed by a GM dealership.

Courtesy Transportation

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranty. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. GM dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

February 2008

Dear General Motors Customer:

As the owner of a 2002-04 model year Chevrolet Silverado or GMC Sierra truck, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2002-04 model year Chevrolet Silverado; and GMC Sierra trucks, equipped with a 6.6L diesel V8 engine, and California emissions or Clean Fuel Fleet emissions, may experience a condition where the engine glow plugs may fail. This will cause illumination of the Malfunction Indicator Light (MIL). Depending on the ambient cold start conditions and the number of glow plugs failing open, some customers may also comment about hard starting, misfiring and white smoking after cold start.

Do not take your vehicle to your General Motors dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done:

General Motors is providing owners with additional protection for the engine glow plugs. If this condition occurs on your 2002-04 model year Chevrolet Silverado or GMC Sierra truck, equipped with a 6.6L diesel V8 (LB7) engine, and California emissions or Clean Fuel Fleet emissions, within 10 years of the date your vehicle was originally placed in service or 200,000 miles (320,000 km), whichever occurs first, the condition will be repaired for you at *no charge*. Diagnosis or repair for

conditions other than the condition described above is not covered under this special coverage program.

What You Should Do:

Repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement:

The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM by February 28, 2009.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Guam	1-671-648-8450	
Puerto Rico - English	1-800-496-9992	
Puerto Rico - Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

General Motors Corporation

Enclosure

07057

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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT
VOLUNTARY
TECHNICIAN
CERTIFICATION