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#04039B: Special Coverage Adjustment - Injectors- Replace - (Nov 19, 2007)

Subject: 04039B - Special Policy Adjustment - Injector - Replace



Models: 2001-2004 Chevrolet Silverado
2001-2004 GMC Sierra
2003-2004 Chevrolet Kodiak
2003-2004 GMC TopKick
Equipped with 6.6L Duramax Diesel (RPO LB7 - VIN Code 1) Engine

THIS BULLETIN IS BEING REVISED TO ADD 2004 MODEL YEAR TRUCKS. PLEASE DISCARD SPECIAL POLICY BULLETIN NUMBER 04039A, DATED OCTOBER, 2006.

Condition

Some customers of 2001-04 model year Chevrolet Silverado; GMC Sierra; 2003-04 Chevrolet Kodiak and GMC TopKick vehicles, equipped with a 6.6L Duramax Diesel (RPO LB7 - VIN Code 1) engine, may experience vehicle service engine soon (SES) light illumination, low engine power, hard start, and/or fuel in crankcase, requiring injector replacement, as a result of high fuel return rates due to fuel injector body cracks, ball seat erosion, or high pressure seal extrusion (refer to Corporate Bulletin Number 04-06-04-007G and SI).

Special Policy Adjustment

This special policy covers the condition described above for a period of 7 years or 200,000 miles (320,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership. The repairs will be made at no charge to the customer.

Important: This special policy only covers the above noted failure modes, which are identified by high fuel return flow.

For 2001-2002 vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after May 25, 2004, are covered by this special policy and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to May 25, 2004 must be submitted to the Service Contract provider.

For 2003 vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after October 10, 2006 are covered by this special policy and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to October 10, 2006 must be submitted to the Service Contract provider.

For 2004 vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or

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after November 19, 2007 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 November 19, 2007 must be submitted to the Service Contract provider.

Vehicles Involved

Involved are *all* 2001-04 model year Chevrolet Silverado, GMC Sierra; 2003-2004 Chevrolet Kodiak and GMC TopKick vehicles equipped with a 6.6L Duramax Diesel (RPO LB7 - VIN Code 1) engine and built within the following start of production to end of production VIN breakpoints:

Year	Division	Model	From	Through
2001	Chevrolet	Silverado	1E100028	1E346644
			1F100001	1F213872
			1Z100015	1Z100019
2001	GMC	Sierra	1E100021	1E346642
			1F100010	1F213864
2002	Chevrolet	Silverado	2E100009	2E306435
			2F100004	2F247804
2002	GMC	Sierra	2E100003	2E306345
			2F100011	2F247974
2003	Chevrolet	Silverado	3E100002	3E381007
			3F100003	3F259043
2003	Chevrolet	Kodiak	3F500015	3F522532
2003	GMC	Sierra	3E100003	3E381124
			3F100008	3F259040
2003	GMC	TopKick	3F500001	3F900945
2004	Chevrolet	Silverado	4E100018	4E221395
			4F100004	4F174846
2004	Chevrolet	Kodiak	4F500118	4F510079
2004	GMC	Sierra	4E100002	4E223355
			4F100008	4F174834
2004	GMC	TopKick	4F100126	4F510077

Parts Information

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

Part Number	Description	Qty/ Vehicle
97729095*	Injector Kit, Dir Fuel (Incls: Injector, Gasket, Seal)	8
97188896	Gasket, Valve Rocker Arm Cover (Reusable Gasket)	As Req'd
97228933	Gasket, F/Injr Fuel Return Pipe	8
97600925	Gasket, F/Injr Fuel Return Pipe	2

94011604	Seal, Water Outlet	1
12378521 (US) 88901148 (CN)	Sealant	As Req'd
97188463	Housing, F/Injr Noz	As Req'd
94051259	Seal, F/Injr Noz Hsg (O-Ring)	As Req'd

*P/N 97729095 is only available in a merchandising pack quantity of 4. Current order restriction limits availability to 8 injectors per VIN.

Customer Notification

Customers will be notified of the special policy on their vehicles by General Motors (see copy of typical customer letter included with this bulletin -- actual divisional letter may vary slightly).

Service Procedure

Refer to the latest version of Corporate Bulletin Number *04-06-04-007G* and *Service Information* to perform diagnostics and fuel injector replacement for high fuel return rates.

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 recall 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. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

Claim Information

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

Important: A copy of the completed TSB 04-06-04-007G diagnostic worksheet and other required documentation (e.g. Tech 2® snapshots) must be included in the box with the returned injectors.

Repair Performed	Part Count	Part No.	Parts Allow	CC-FC	Labor Op	Labor Hours	Net Item
Refer to the latest version of TSB 04-06-04-007 to diagnose and replace all 8 fuel injectors	--	--	*	MK-95	T5603		**
Silverado, Sierra						8.0	
Kodiak, TopKick						9.7	
Reimbursement for Previous						0.2	

Repairs (Canadian Dealers ONLY)	N/A	N/A	N/A	MK-95	T5604	Administrative labor hours	***
Courtesy Transportation	N/A	N/A	N/A	MK-95	*****	N/A	*****

* -- The "Parts Allowance" should be the sum total of the current GMSP0 Dealer Net price plus applicable Mark-Up or Landed Cost Mark-up (for IPC) for injectors needed to complete the repair.

** -- The amount identified in the "Net Item" column should represent the sum total of the Current GMSP0 Dealer Net Price plus applicable Mark-Up or Landed Cost Mark-Up (for IPC) for shop supplies needed to perform the required repairs.

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

**** -- Submit courtesy transportation using normal labor operations for courtesy transportation as indicated in the GM Service Policies and Procedures Manual.

***** -- The amount identified in the "Net Item" column should represent the actual dollar amount for courtesy transportation.

Customer Reimbursement -- For US

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

A General Motors Special Policy Customer Reimbursement Procedure 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.

Customer Reimbursement -- Canada

Customer requests for reimbursement for previous repairs to correct high fuel return rate by replacing fuel injectors in 2004 model year trucks are to be submitted prior to or by November 30, 2008. Repairs must have occurred within the 7 years of the date the vehicle was originally placed in service, or 320,000 km, whichever occurs first.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

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.

November 2007

Dear General Motors Customer:

As the owner of a 2001-04 model year Chevrolet Silverado or GMC Sierra or 2003-04 Chevrolet Kodiak, or GMC TopKick vehicle, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2001-04 model year Chevrolet Silverado, GMC Sierra; 2003-04 Chevrolet Kodiak and GMC TopKick vehicles, equipped with a 6.6L Duramax diesel engine, may experience vehicle service engine soon (SES) light illumination, low engine power, hard start, and/or fuel in crankcase, requiring injector replacement, as a result of high fuel return rates due to fuel injector body cracks, ball seat erosion or high pressure extrusion. Symptoms of these conditions include illumination of the service engine soon (SES) light, low engine power, hard start, and/or fuel in the crankcase.

This is not a recall. Do not take your vehicle to your 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 fuel injectors. If this condition occurs on your 2001-04 model year Chevrolet Silverado, GMC Sierra; 2003-04 Chevrolet Kodiak or GMC TopKick vehicle within 7 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 call the service department at your 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 a convenient time 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 glovebox 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 policy condition.

If you have any questions or need any assistance, must contact your dealer or the appropriate Customer Assistance Center at the number listed below. The Customer Assistance Center's hours of operation are from 8:00 AM to 11:00 PM, EST, Monday through Friday.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Puerto Rico - English	1-800-496-9992	
Puerto Rico - Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	
GMICT	1-800-862-4389	

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

04039B

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.



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