

Product Emission Recall

17067 Diesel Dual Tank Fuel Transfer Pump Plumbing & Diagnostics



Reference Number: N162051380

Release Date: May 2018

Revision: 00

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado HD	2015	2016	LML	6.6L Engine
GMC	Sierra HD			N2N	Dual Fuel Tanks

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	General Motors has decided to conduct a Voluntary Emission Recall on certain 2015-2016 model year Chevrolet Silverado HD and GMC Sierra HD vehicles equipped with a 6.6L diesel (LML) engine and dual fuel tanks (N2N). Under certain driving conditions, fuel may not be transferred from the rear fuel tank to the front fuel tank at a sufficient rate. If this occurs, the diagnostic trouble code (DTC) P2636 will set, the malfunction indicator lamp will illuminate, the fuel gauge will display empty, and the transfer pump will be disabled until serviced. If the vehicle continues to be driven, it will run out of fuel in the front tank and stall.
Correction	Dealers are to replace fuel line connections to allow the rear tank, in addition to the front tank, to directly supply fuel to the engine. The engine control module (ECM) will also be reprogrammed with calibrations necessary to support this new connection.

Parts

Quantity	Part Name	Part No.
1	Hose Kit – Fuel Tank Fill*	84525925

* This kit contains: one hose assembly, one vent port cap, two screw type hose clamps and four wire ties.

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103692*	Install Fuel Tank Fill Hose Kit, Reprogram ECM ADD: Remove Fuel Tank (Includes Drain and Refill)	0.6 1.1	ZFAT	N/A
9103813	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A	ZFAT	**
9103814	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	***

* To avoid warranty transaction rejections, the SPS Warranty Claim Code must be entered when submitting this transaction.

** For USA and Canada: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the customer in Net/Reimbursement.

*** Submit \$10.00 administrative allowance in Net/Admin Allowance.

Warranty Claim Code Retrieval

If the SPS Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS system as follows:

- Open TIS on the computer used to program the vehicle
- Select and start SPS
- Select Settings
- Select the Warranty Claim Code tab

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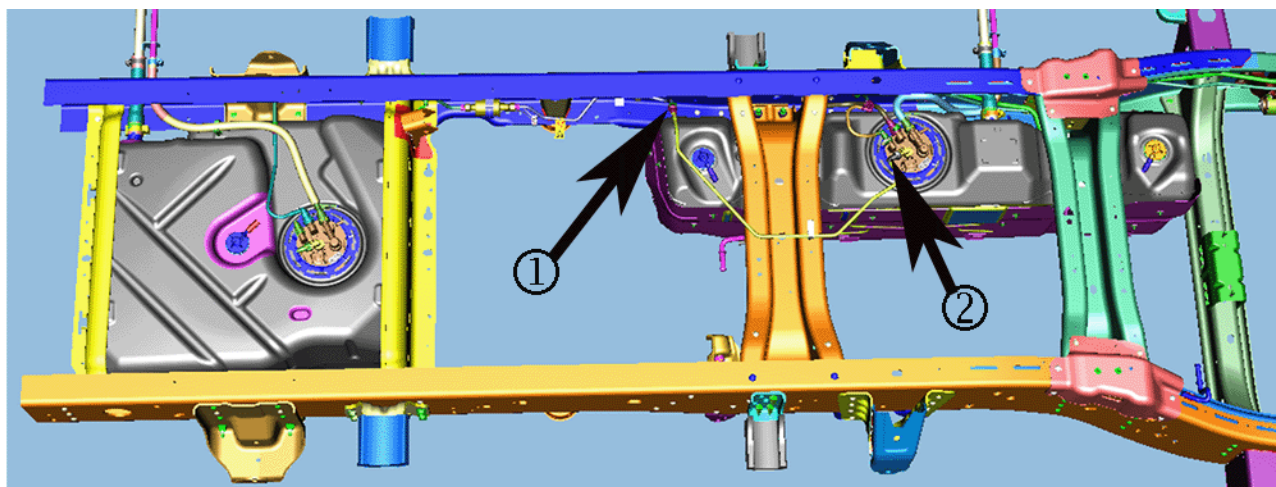
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The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

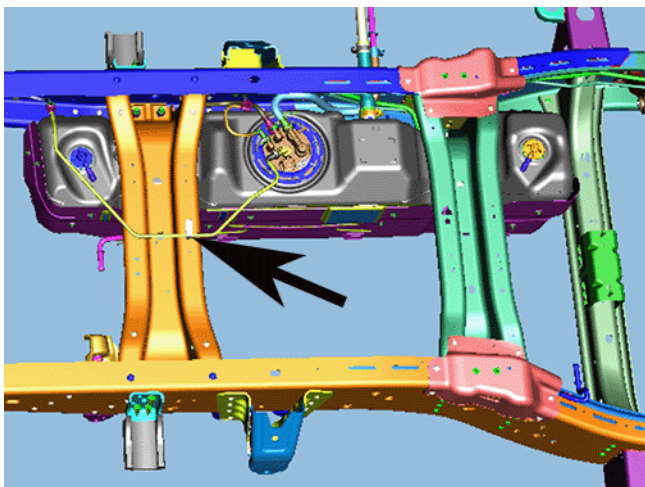
Service Procedure

NOTE: The following steps show the procedure being performed on a chassis without an up-fitter body installed (as it left the factory). If a body has been installed, it may be necessary to drop the front tank to gain access to the repair area. Refer to *Fuel Tank Replacement (Cab/Chassis - Front)* in SI for removal and installation instructions.



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1. Disconnect the tank to tank transfer line from the rear tank transfer feed pipe (1) and the front tank module (2). Refer to *Plastic Collar Quick Connect Fitting Service* in SI.

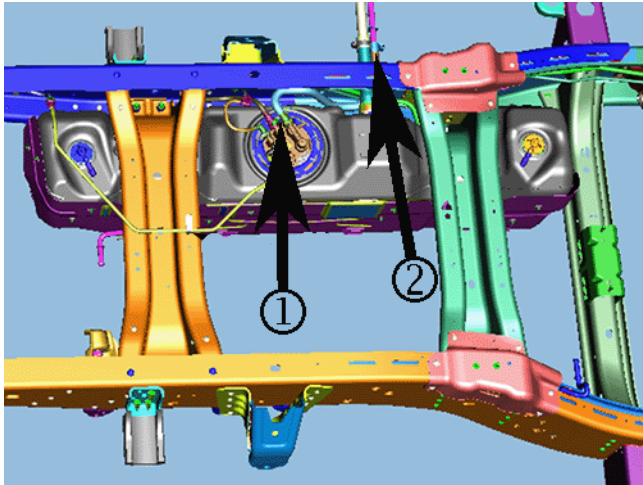


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2. Disconnect transfer line from frame cross member fastener. Leave the fastener in the cross member, it will be reused in the installation of the new hose kit. Discard the hose.

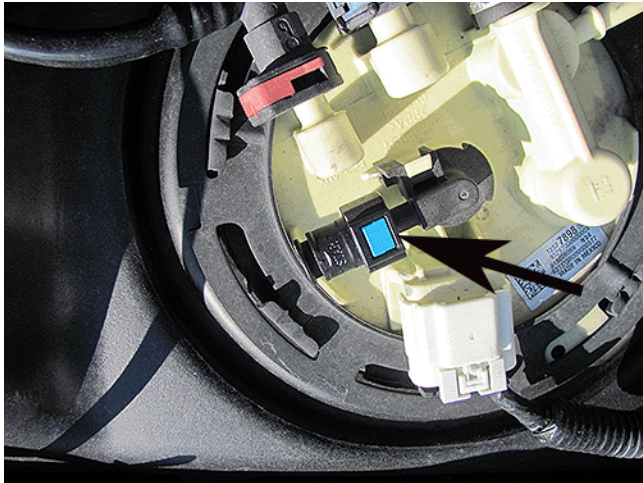
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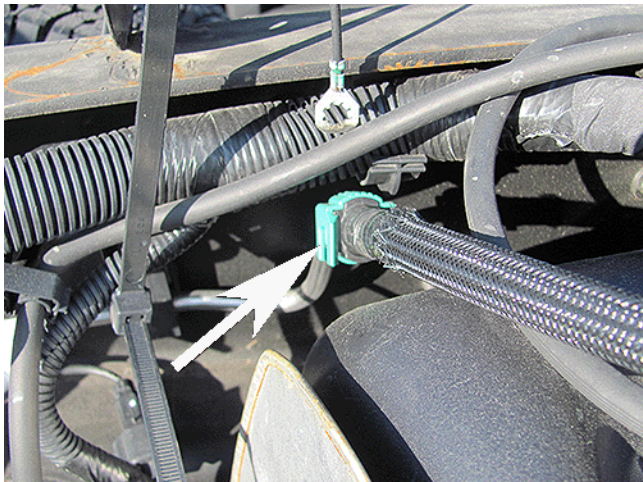
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3. Disconnect the vent hose from the front tank module (1) and the front fill pipe assembly vent pipe (2). Discard the hose.



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4. Install the supplied transfer port cap on the front tank module transfer port, this port will no longer be used. Refer to *Plastic Collar Quick Connect Fitting Service* in SI.



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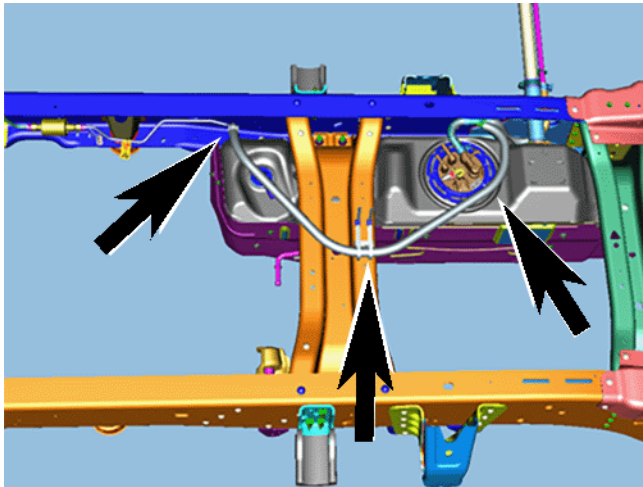
NOTE: The new transfer hose is made of rigid plastic (wrapped in a protective sleeve). **Use extreme care** to not kink the hose when handling and installing.

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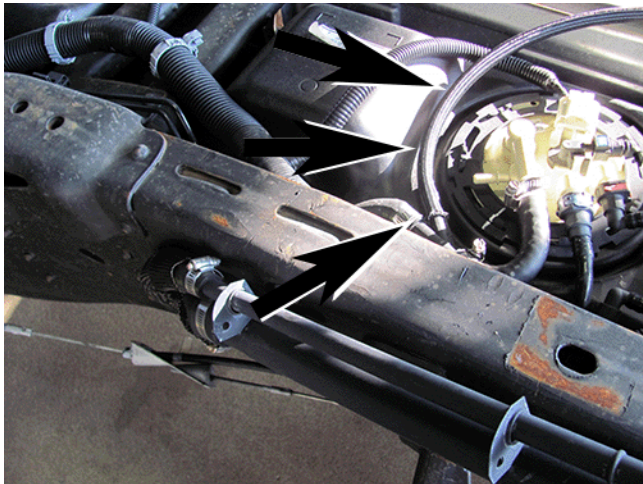


5. Connect the new transfer hose assembly to the rear tank transfer feed pipe. Refer to *Plastic Collar Quick Connect Fitting Service* in SI.



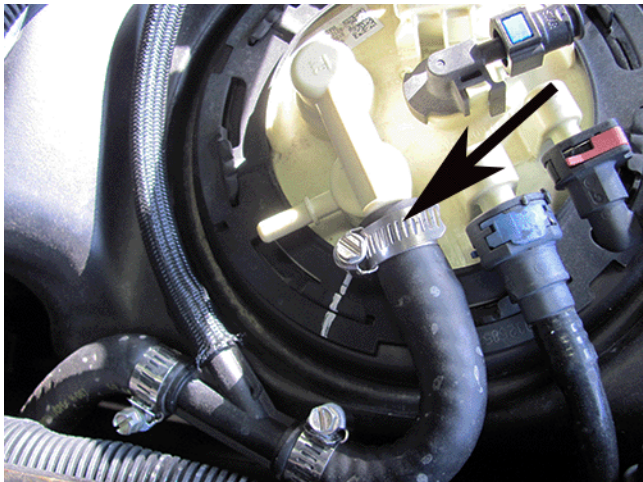
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6. Route the new transfer hose assembly over the frame crossmember in the same location as the removed transfer line.



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7. Gently wrap the transfer hose around the front of the pump module. Avoid sharp bends, this may kink the hose.

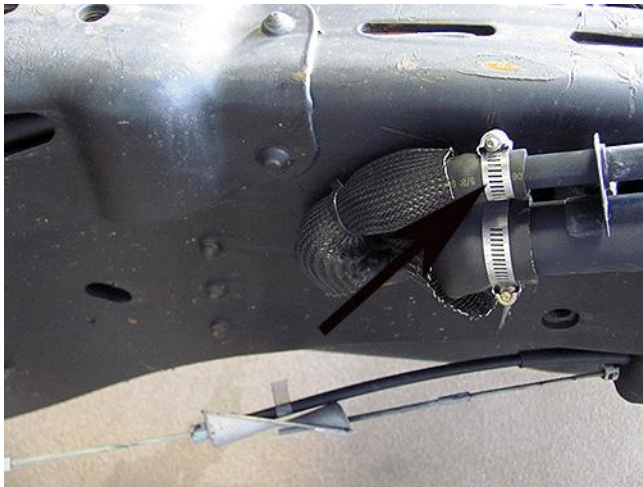


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8. With a new hose clamp installed, connect the new transfer hose assembly to the VENT PORT on the front tank module. Tighten the hose clamp to **4 Nm (35 lb in)**.

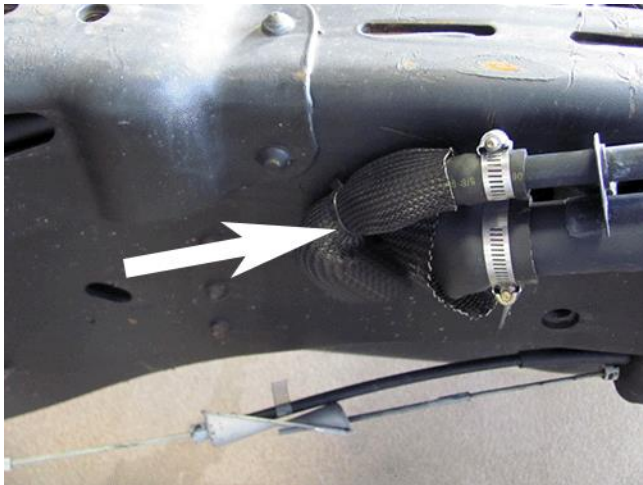
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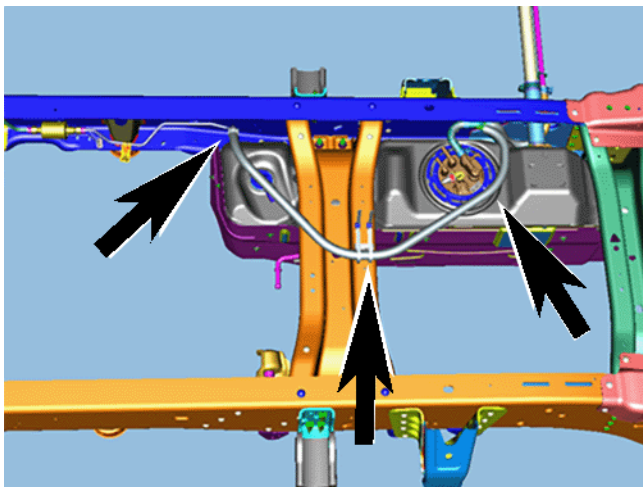
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9. With a new hose clamp installed, connect the new transfer hose assembly vent hose to the front tank fill pipe assembly vent pipe. Tighten the hose clamp to **4 Nm (35 lb in)**.



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10. Position the vent hose protective sleeve as shown. Secure the sleeve using two wire ties, one on either side of the vehicle frame.

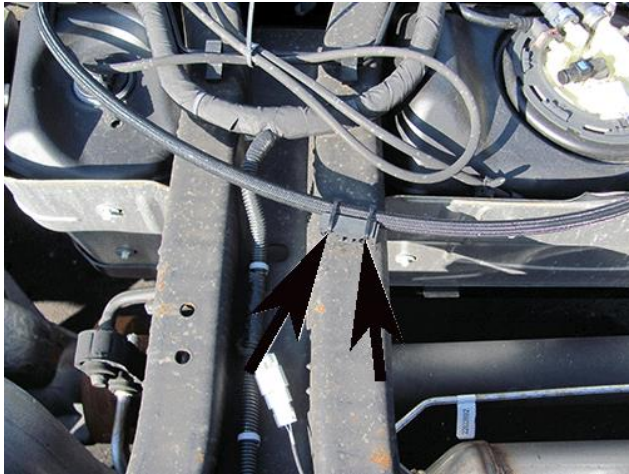


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11. Verify the hose is routed correctly with no kinks or sharp bends.

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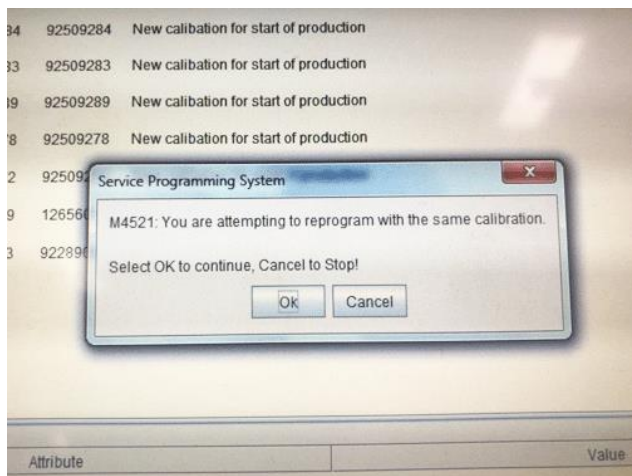


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12. Using two wire ties, secure the transfer hose to the frame cross member clip.



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Note: If the Same Calibration/Software Warning is noted on the SPS controller screen, select “Ok” and continue programming.

13. Recalibrate the Engine Control Module (ECM). Refer to *K20 Engine Control Module: Programming and Setup* in SI.
14. Record SPS Warranty Claim Code on job card for warranty transaction submission.
15. CALIFORNIA VEHICLES ONLY: Complete a “Proof of Correction” certificate and provide to the vehicle owner upon recall completion.

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Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired 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 Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) 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 CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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. Recall 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 recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

*****THE FOLLOWING 2 PARAGRAPHS ARE NOT FOR CANADA OR EXPORT*****

When a California emissions recall is completed by a GM dealer, the dealer must provide the vehicle owner a "Proof of Correction Certificate" which the owner may need to present to the California Department Of Motor Vehicles (DMV) when renewing their vehicle registration. Without this correction certificate, the owner may be unable to renew their vehicle registration.

Additional Certificates can be obtained, at no charge, from the 1Store application in GlobalConnect. Request GM Item Number 1825 when ordering.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

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, Sections 1.4 and 6.1.10, for courtesy transportation program details.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

In order to ensure full protection under the emission warranty, and the right to participate in future recalls, the customer notification letter recommends that customers have their vehicles serviced as soon as possible. It also advises that failure to do so could legally be determined to be lack of proper maintenance.

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.

In order to ensure full protection under the emission warranty, and the right to participate in future recalls, the customer notification letter recommends that customers have their vehicles serviced as soon as possible. It also advises that failure to do so could legally be determined to be lack of proper maintenance.

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Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by May 31, 2019. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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**

Product Emission Recall

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May 2018

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

Dear General Motors Customer:

This notice is sent to inform you that General Motors is conducting a voluntary emission recall that includes your vehicle.

Reason for This Recall: Under certain driving conditions, your 2015-2016 model year Chevrolet Silverado HD or GMC Sierra HD vehicle, equipped with a 6.6L diesel engine and dual fuel tanks, may not transfer fuel from the rear fuel tank to the front fuel tank at a sufficient rate. If this occurs, the malfunction indicator lamp will illuminate, the fuel gauge will display empty, and the transfer pump will be disabled until serviced. If the vehicle continues to be driven, it will run out of fuel in the front tank and stall.

What Will Be Done: Your GM dealer will replace fuel line connections to allow the rear tank, in addition to the front tank, to directly supply fuel to the engine. The engine control module will also be reprogrammed with calibrations necessary to support this new connection. This service will be performed for you at **no charge**.

What You Should Do: Please contact your GM dealer as soon as possible to arrange a service date and to assure parts availability. Instructions for making this correction have been sent to your dealer. Please ask your dealer if you wish to know how much time will be needed to schedule, process, and repair your vehicle.

Reimbursement: Because you have already had this condition repaired, you do not need to take your vehicle to your dealer for this repair. If you have paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by May 31, 2019, unless state law specifies a longer reimbursement period.

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
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

Emission Law Information: In order to ensure your full protection under the emission warranty made applicable to your vehicle by state and federal law, and your right to participate in future recalls, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could legally be determined to be lack of proper maintenance of your vehicle.

IMPORTANT MESSAGE FOR CALIFORNIA RESIDENTS

The California Air Resources Board (CARB) requires vehicle emission recalls be completed prior to California registration renewal. Uncorrected emission recalls will result in the inability to renew your California vehicle registration.

At the time of emission recall completion, your California dealer will issue a "Proof of Correction Certificate". Keep this certificate and, if required, present it to the Department of Motor Vehicles when renewing your California registration as proof of recall completion.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your continued satisfaction with our products.

Product Emission Recall

17067 Diesel Dual Tank Fuel Transfer Pump Plumbing & Diagnostics



Maryann L. Combs
Vice President
Global Vehicle Safety

Enclosure
17067

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4728
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 1, 2018

Subject: 17067 - Emission Recall
Diesel Duel Tank Fuel Transfer Pump Plumbing & Diagnostics

Models: 2015-2016 Chevrolet Silverado HD
2015-2016 GMC Sierra HD

To: All General Motors Dealers

General Motors is releasing Emission Recall 17067 today. The total number of U.S. vehicles involved is approximately 17,990. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on May 14, 2018.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated May 1, 2018. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS