

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6739
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 13, 2023

Subject: N232427150 - Special Coverage
Diesel Particulate Filter Fuel Injector

Models: 2018-2021 Chevrolet 6500XD Low Cab Forward (LCF)

To: All General Motors Medium Duty Dealers

General Motors is releasing Special Coverage N232427150 today. The total number of U.S. vehicles involved is approximately 387. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on December 26, 2023.

Global Warranty Management (GWM)

The Applicable Warranties section on the Investigate Vehicle History (IVH) screen will be updated December 13, 2023. A Stock VIN list is not included as our records show there are no vehicles in dealer new inventory.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Special Coverage

N232427150 Diesel Particulate Filter Fuel Injector



Release Date: December 2023

Revision: 00

Attention: ONLY Chevrolet Medium Duty dealers can complete this field action repair.

This Special Coverage can be seen in the Applicable Warranties section in Investigate Vehicle History (IVH).

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	6500XD Low Cab Forward (LCF)	2018	2021		

Involved vehicles are identified on the Applicable Warranties section 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	On certain 2018-2021 model year Chevrolet 6500XD LCF vehicles, the diesel particulate filter (DPF) fuel injector may fail, setting Diagnostic Trouble Code (DTC) P0420 in the Engine Control Module (ECM). If this occurs, the Malfunction Indicator Lamp (Check Engine Light) will illuminate.
Special Coverage	This special coverage covers the condition described above for a period of 10 years or 150,000 miles (241,000km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership. For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after December 13, 2023, 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 December 13, 2023, must be submitted to the Service Contract provider. Vehicle owners or lessees who paid for repairs referenced in this Special Coverage ("Customers") are eligible for reimbursement of their reasonable and customary expenses in accordance with the procedures specified below. The conditional right to reimbursement is provided by GM solely in the interest of customer satisfaction and is personal to Customers. <i>Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.</i>
Correction	If the DPF injector is determined to have failed, dealers are to replace the DPF fuel injector. The repairs will be made at no charge to the customer.

Parts

Quantity	Part Name	Part No.
1	DPF Fuel Injector	98254506

This Bulletin is only for Medium Duty Truck vehicles and it is estimated that there are only 387 involved vehicles that will require parts being replaced. **Due to the small number of vehicles anticipated that will need this repair and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

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

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900871	Diagnosis Only – No Further Action Required	0.3-1.0	ZREG	N/A
9900872	Diesel Particulate Filter Fuel Injector Replacement Add: Diagnosis time Add: Download Health Report	0.9 0.3-1.0 0.2	ZREG	N/A
9900873	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZREG	*
9900874	Customer Reimbursement Denied – For USA dealers only	N/A	ZREG	**

Special Coverage

N232427150 Diesel Particulate Filter Fuel Injector



* For USA and Canada: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit \$20.00 USD (\$25.00 CAD) 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.

Service Procedure

1. Using GDS2, scan the ECM for DTCs.
 - If DTC P0420 is present proceed to step 2.
 - If DTC P0420 is not present, no further action is required
2. If DTC P0420 is present, diagnose the trouble code per SI.
 - If the Diesel Particulate Filter Injector is determined to have failed, download the Health Report and replace the DPI injector. Refer to *Diesel Particulate Filter (DPF) Fuel Injector Replacement* in SI.
 - If DTC P0420 is not present, or diagnosis determines the Diesel Particulate Filter Fuel Injector is not the root cause of the trouble, no further action is required. You may claim diagnosis time under this field action, but any further diagnosis or repair must be customer pay or good will/special policy adjustment.

Customer Notification

General Motors will notify Customers of this special coverage on their vehicle (see copy of typical Customer letter included with this bulletin).

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 December 31, 2024. See General Motors Service Policies and Procedures Manual, Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.



Special Coverage

N232427150 Diesel Particulate Filter Fuel Injector



December 2023

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

Dear General Motors Customer:

As the owner of a 2018-2021 model year Chevrolet 6500XD Low Cab Forward (LCF), your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2018-2021 model year Chevrolet 6500XD Low Cab Forward (LCF) vehicles, may have a condition where the diesel particulate filter (DPF) fuel injector may fail, setting Diagnostic Trouble Code (DTC) P0420 in the Engine Control Module (ECM). If this occurs, the Malfunction Indicator Lamp (Check Engine Light) will illuminate.

Do not take your vehicle to your GM 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 condition described above. If this condition occurs on your 2018-2021 model year Chevrolet 6500XD Low Cab Forward (LCF) within 10 years of the date your vehicle was originally placed in service or 150,000 miles (241,000km), 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. For customer's vehicles already outside of the above years and/or miles, we are still offering reimbursement if the issue occurred within the years and miles stated above. Please follow the reimbursement steps below.

What You Should Do: If you believe that your vehicle has the condition described above, 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.

When scheduling your appointment, confirm with the dealer that they service Medium Duty Trucks.

Reimbursement: If you already paid for repairs for the condition described in this letter, **and those repairs were completed prior to this mailing**, 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 December 31, 2024, unless state law specifies a longer reimbursement period.

The right to submit reimbursement claims is provided by GM solely in the interest of customer satisfaction and is personal to vehicle owners and lessees who previously paid for repairs referenced in this Special Coverage ("Customers"). ***Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.***

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

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

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.

Special Coverage

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Neelie O'Connor
Global Executive Director
Customer Experience Operations

Enclosure
N232427150