

Customer Satisfaction Program

N192220080 Engine Oil Cooler Lines Detaching from Crimp –
Canada and State of Alaska Only



Release Date: December 2019

Revision: 00

Attention: This program is in effect until January 31, 2022.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 1500 (New Model)	2019	2019	L84, L87	Engine-Gas, 8 Cyl, V8, 5.3L, 6.2L
GMC	Sierra 1500 (New Model)				

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	Certain 2019 model year Chevrolet Silverado 1500 (New Model) and GMC Sierra 1500 (New Model) vehicles, may have a condition in which the engine oil cooler (EOC) lines may leak and detach from the crimp joints. Exposure to cold temperature may also aggravate this condition. If the EOC lines leak, you may notice an oil leak on the ground and if the EOC lines detach while operating the vehicle, there will be an immediate decrease in oil pressure. This will coincide with a warning on the driver information center display (“Oil Pressure Low Turn Vehicle Off”), along with warning chimes. If the customer continues to operate the vehicle, a loss of propulsion is possible.
Correction	Dealers are to replace the engine oil cooler lines, oil, oil filter and refill the coolant.

Parts

Quantity	Part Name	Part No.
1	Engine Oil Cooler Hose Assembly	84761009
1	Front Output Shaft Boot Clamp	84308104
1	Oil Filter	12690385
8 quarts	Engine Oil (6qt package)	19352900 (US) 19353384 (CAN)
2	Engine Coolant	12346290 (US) 10953464 (CAN)
1*	Front Axle Propeller Shaft Bolt Threadlocker	89021297 (US) 10953488 (CAN)
1*	Transfer Case Front Output Shaft Spline Grease	19257121 (US) 19257122 (CAN)

* One bottle should service 30+ vehicles.

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
9104867	Replace Engine Oil Cooler Hoses (Includes time for engine oil/filter change)	-	ZFAT	*
	2WD	2.4		
	4WD	4.9		

* The amount identified in “Net Item” should represent the actual sum total of the current GMCC&A Dealer net price for Threadlocker and Grease needed to perform the required repairs, not to exceed \$2.00 USD, \$2.65 CAD, plus applicable Mark-Up or Landed Cost (for Export).

Service Procedure

Replace the Engine Oil Cooler Hoses. Refer to *Engine Oil Cooler Hose/Pipe Replacement (2WD L82, L84, L87)* or *Engine Oil Cooler Hose/Pipe Replacement (4WD L82, L84, L87)* in SI.

Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program must be held and inspected/repared 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.

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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 program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through January 31, 2022. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle 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. Program 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 program enters your vehicle inventory or is in your facility for service through January 31, 2022, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

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 program 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 program.

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 program on their vehicle (see copy of customer letter included with this bulletin).

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**

Customer Satisfaction Program

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January 2020

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

Dear General Motors Customer:

We have learned that your 2019 model year Chevrolet Silverado 1500 (New Model) or GMC Sierra 1500 (New Model) vehicle may have a condition in which the engine oil cooler (EOC) line(s) may leak and detach from the crimp joint(s). Exposure to cold temperature may also aggravate this condition. If the EOC line(s) leak, you may notice an oil leak on the ground and if the EOC line(s) detach while operating the vehicle, there will be an immediate decrease in oil pressure. This will coincide with a warning on the driver information center display (“Oil Pressure Low Turn Vehicle Off”), along with warning chimes. If you continue to operate the vehicle, a loss of propulsion is possible.

Your satisfaction with your Chevrolet Silverado 1500 (New Model) or GMC Sierra 1500 (New Model) is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will replace the engine oil cooler lines, oil, oil filter and refill the coolant. This service will be performed for you at **no charge until January 31, 2022**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-462-8583
Puerto Rico – English	1-800-496-9994	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We truly appreciate you taking the time to remedy your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Neelie O’Connor
Executive Director
North America Contact Center Operations

N192220080

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5265
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 18, 2019

Subject: N192220080 Customer Satisfaction Program
Engine Oil Cooler Lines Detaching from Crimp – Canada and State of
Alaska Only

Models: 2019 Chevrolet Silverado 1500 (New Model)
2019 GMC Sierra 1500 (New Model)
Equipped with Gas Engine, 8 Cyl (RPO L84, L87)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction N192220080 today. The total number of U.S. vehicles involved is approximately 140. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on January 3, 2020.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated December 18, 2019. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS