

# Special Coverage Adjustment

## 18287 Blocked Exhaust Gas Recirculation Cooler



Reference Number: N182172640

Release Date: October 2018  
Revision: 00

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Express HD	2013	2014	LGH	6.6L Duramax Diesel Engine
GMC	Savana HD	2013	2014		

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.

<b>Condition</b>	On certain 2013-2014 model year Chevrolet Express and GMC Savana HD vehicles equipped with a 6.6L Duramax diesel engine (RPO LGH), the malfunction-indicator light (MIL) may illuminate due to soot build-up in the Exhaust Gas Recirculation (EGR) cooler.
<b>Special Coverage Adjustment</b>	<p>This special coverage covers the condition described above for a period of 10 years or 120,000 miles (193,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.</p> <p>For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after October 8, 2018, 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 October 8, 2018, must be submitted to the Service Contract provider.</p> <p>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></p>
<b>Correction</b>	Dealers are to replace the EGR cooler. The repairs will be made at no charge to the customer.

### Parts

Quantity	Part Name	Part No.
1	Cooler Egr	12656036
1	Gasket-Egr Vlv Clr	98070023
2	Gasket-Egr Vlv	12635466
1	Gasket-Ctr Int Manif	97368325
2	Gasket-Egr Vlv	98062923
5	Coolant, Engine Dexcool Conc Acdelco 1gallon	12346290
1	Gasket-Int Manif Heater	97375503

It is estimated that less than 3% involved vehicles will require parts replaced. **Due to the small number of vehicles anticipated that will need this fix and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

**Note:** The Coolant - 12346290, is sold in a package quantity of 6 and may already be available in your dealer inventory.

**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.

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### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900551	Diagnostic Time Only – No Repair Required	0.1-1.0	ZREG	N/A
9900552	Replace Exhaust Gas Recirculation Valve and Cooler Add: Diagnostic Time Add: With RPO KD9, K76	7.2 0.1-1.0 0.6	ZREG	N/A
9900553	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	- N/A 0.2	ZREG	*
9900554	Customer Reimbursement Denied – For USA dealers only	N/A	ZREG	**

\* 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.

### Service Procedure

- Verify that the EGR cooler requires replacement to correct the MIL. Typically, DTC P0401 will be stored as the result of a plugged EGR cooler. Refer to the appropriate diagnostic information in SI.
  - If the EGR cooler does NOT require replacement, no further action is required. Inform the customer that any additional diagnosis and repairs are not covered under this special coverage.
  - If the EGR cooler requires replacement, refer to step 2.
- Remove the exhaust gas recirculation valve and cooler. Refer to *Exhaust Gas Recirculation Valve and Cooler Removal* in SI.
- Install the exhaust gas recirculation valve and cooler. Refer to *Exhaust Gas Recirculation Valve and Cooler Installation* in SI.

### 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

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 October 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.



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October 2018

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

As the owner of a 2013-2014 model year Chevrolet Express HD or GMC Savana HD, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2013-2014 model year Chevrolet Express and GMC Savana HD vehicles equipped with the 6.6L Duramax Diesel Engine, may have a condition where the malfunction-indicator light (MIL) may illuminate due to soot build-up in the Exhaust Gas Recirculation (EGR) cooler.

**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 2013-2014 model year Chevrolet Express or GMC Savana within 10 years of the date your vehicle was originally placed in service or 120,000 miles (193,000 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:** 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.

**Reimbursement:** If you have already 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 October 31, 2019, 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.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-889-2438
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.

Neelie O'Connor  
Executive Director  
North America Contact Center Operations

Enclosure  
18287

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4871  
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 08, 2018

Subject: 18287 - Special Coverage  
Blocked Exhaust Gas Recirculation Cooler

Models: 2013-2014 Chevrolet Express  
2013-2014 GMC Savana

To: All General Motors Dealers

General Motors is releasing Special Coverage 18287 today. The total number of U.S. vehicles involved is approximately 4,441. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on October 22, 2018.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated October 08, 2018. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS