

# Special Coverage Adjustment

## 15829 Radiator Leak



Reference Number: N15170099

Release Date: November 2016  
Revision: 00

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado LD	2014	2014	L83, L86	5.3L and 6.2L Engines
GMC	Sierra LD				

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>	Some 2014 model year Chevrolet Silverado LD and GMC Sierra LD vehicles equipped with 5.3L or 6.2L engines (RPO L83 or L86), may have a condition in which the cycling of the thermostat may result in stress fractures on the radiator, and may lead to coolant leaks.
<b>Special Coverage Adjustment</b>	This special coverage covers the condition described above for a period of 5 years or 100,000 miles (160,000 km), 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 November 09, 2016, 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 09, 2016, must be submitted to the Service Contract provider.
<b>Correction</b>	Dealers are to install a new thermostat and if necessary, replace the radiator. The repairs will be made at no charge to the customer.

### Parts

Quantity	Part Name	Part No.
1	Radiator	84062175
1	Water Pump Outlet (w/Thermostat)	12674639
3	Transmission Fluid Cooler Pipe Retainer	24205103
3	Engine Coolant	12346290 (US) 10953464 (Canada)

Note: Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which part to order.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900393	Diagnostic Time Only – No Repair Required	0.1-0.3	ZREG	N/A
9900394	Replace Radiator and Engine Coolant Thermostat Housing Add: Diagnostic Time	2.9 0.1-0.3	ZREG	N/A
9900395	Customer Reimbursement Approved - For USA and Canada dealers only	N/A	ZREG	*
9900396	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.

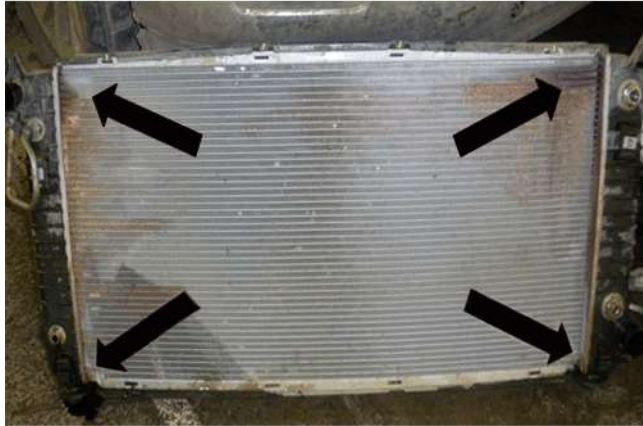
\*\* Submit \$10.00 administrative allowance in Net/Admin Allowance.

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### Service Procedure



4082319

**Note:** For this particular condition, signs of leaks can be found where the radiator tubes attach to the radiator headers.

1. Verify that the radiator is leaking. Refer to *Cooling System Leak Testing (L83, L86, LV1, LV3)* in SI.
  - If the radiator is NOT leaking, no further action is required. Inform the customer that any additional diagnosis and repairs are not covered under this special coverage.
  - If the radiator is leaking, replace the radiator and the engine coolant thermostat. Refer to *Radiator Replacement (L83, L86)* and *Engine Coolant Thermostat Housing Replacement (LV1, LV3, L83 with Thermostat)* in SI.

### 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 November 30, 2017. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.



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## 15829 Radiator Leak



November 2016

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

Dear General Motors Customer:

As the owner of a 2014 model year Chevrolet Silverado LD or GMC Sierra LD, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2014 model year Chevrolet Silverado LD and GMC Sierra LD vehicles equipped with a 5.3L or 6.2L engine, may have a condition in which the cycling of the thermostat may result in stress fractures on the radiator, and may lead to coolant leaks.

**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 2014 model year Chevrolet Silverado LD or GMC Sierra LD within 5 years of the date your vehicle was originally placed in service or 100,000 miles (160,000 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 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 November 30, 2017, 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	1-800-222-1020	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.

Terry M. Inch  
Executive Director  
Global Connected Customer Experience

Enclosure  
15829

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4249  
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 09, 2016

Subject: 15829 - Special Coverage  
Radiator Leak

Models: 2014 Chevrolet Silverado LD and GMC Sierra LD  
Equipped with 5.3L or 6.2L Engine (RPO L83, L86)

To: All Chevrolet and GMC Dealers

General Motors is releasing Special Coverage 15829 today. The total number of U.S. vehicles involved is approximately 38,600. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on November 11, 2016.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated November 10, 2016. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS