

Product Safety Recall

N192283991 High Pressure Fuel Pump Leak



Release Date: December 2019

Revision: 01

Revision Description: This bulletin has been updated in the parts table. Please discard all previous copies of N192283991.

Attention: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicles involved in this recall were placed on stop delivery November 21, 2019. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	Escalade	2020	2020	L82, L84, L86, L87, LT1, LV3	ENGINE-GAS, 6 & 8 CYL, Gen 5
	Escalade ESV				
Chevrolet	Camaro				
	Silverado 1500				
	Suburban				
	Tahoe				
GMC	Sierra 1500				
	Yukon				
	Yukon XL				

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 that a defect, which relates to motor vehicle safety, exists in certain 2020 model year Cadillac Escalade and Escalade ESV; Chevrolet Camaro, Silverado 1500, Suburban, and Tahoe; and GMC Sierra 1500, Yukon, and Yukon XL vehicles. The supplier of fuel pumps for these vehicles may have failed to install a component that regulates pressure within the pump. This can result in over pressurization leading to a crack in certain welds in the pump. If the welds crack, fuel could leak from the pump. Owners may notice a fuel odor or fuel spilled on the ground. If leaked fuel encounters a potential ignition source, a fire could occur.
Correction	Dealers will replace the high pressure fuel pump.

Parts

Quantity	Part Name	Part No.
1	High Pressure Fuel Pump	12697967
8	Intake Manifold Gasket	12626354
1	Fuel Feed Intermediate Pipe	12679463
1	Fuel Feed Pipe	12618338

Parts Pre-Ship Information – For US and Canada

Due to error on Parts Table for part 12626354 there was only 1 piece pre-shipped per set. Before ordering the other 7 pieces, this is a commonly bought part and may already be available in your Dealerships inventory.

Important: An initial supply of 12697967, 12626354 and 12679463 required to complete this recall will be pre-shipped to involved dealers of record. This pre-shipment is scheduled to begin and concluded the week(s) of 12/9/19. Pre-shipped parts will be charged to dealer's open parts account. All orders placed prior and during to the pre-ship will be cancelled.

Beginning 12/11/19, additional parts, if required, are to be obtained from GMCC&A. Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency, parts should be ordered on a CSO = Customer Special Order. Parts may have quantity limiters in effect.

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It is estimated that less than 596 of the involved vehicles will require this repair on this vehicle. **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.**

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
9104659	High Pressure Fuel Pump Replacement + Fuel Feed Intermediate Pipe Position 1 Replacement Truck/SUV Camaro	- - 2.4 1.4	ZFAT	N/A
9104889	Floor Plan Reimbursement	N/A	ZFAT	*

Note: To avoid having to “H” route the floor plan transaction for approval, it must be submitted prior to the repair transaction.

Floor Plan Reimbursement – NEW INVENTORY ONLY

- * **USA & Canada Only** – For vehicles eligible for floor plan reimbursement, the amount should be submitted in Net Item/Miscellaneous. This amount should represent the product of the vehicle’s average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (November 21, 2019) to the date the repair is completed, and the vehicle is ready for sale (not to exceed 21 days):

Vehicle	Floor Plan Reimbursement Amount	
	USA	Canada
Escalade	\$16.65	\$14.09
Escalade ESV	\$17.64	N/A
Camaro	\$9.06	\$8.40
Silverado 1500 Crew	\$10.48	\$8.12
Silverado 1500 Regular	\$10.48	\$5.45
Suburban	\$11.75	N/A
Tahoe	\$10.72	\$10.86
Sierra 1500 Crew	\$12.71	\$8.93
Sierra 1500 Regular	\$12.71	\$6.01
Yukon	\$12.29	\$11.53
Yukon XL	\$12.90	N/A

Service Procedure

Replace the high-pressure fuel pump. Refer to *Fuel Pump Replacement* in SI.

- While replacing the high-pressure fuel pump, also replace the intermediate fuel feed pipe connecting banks 1 and 2. Refer to *Fuel Feed Intermediate Pipe Replacement – Position 1* in SI.

Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

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Dealer Responsibility – All

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.

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).

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.





IMPORTANT SAFETY RECALL

December 2019

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

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2020 model year Cadillac Escalade and Escalade ESV; Chevrolet Camaro, Silverado 1500, Suburban, and Tahoe; and GMC Sierra 1500, Yukon, and Yukon XL vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall N192283991.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The supplier of fuel pumps for these vehicles may have failed to install a component that regulates pressure within the pump. This can result in over pressurization leading to a crack in certain welds in the pump. If the welds crack, fuel could leak from the pump. Owners may notice a fuel odor or fuel spilled on the ground. If leaked fuel encounters a potential ignition source, a fire could occur.

What will we do?

Your GM dealer will replace the high pressure fuel pump. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately two and a half hours.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Do you have questions?

If you have 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)
Cadillac	1-866-982-2339	1-800-833-2622
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	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 19V837.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Maryann L. Combs
Vice President
Global Vehicle Safety