



Service Bulletin

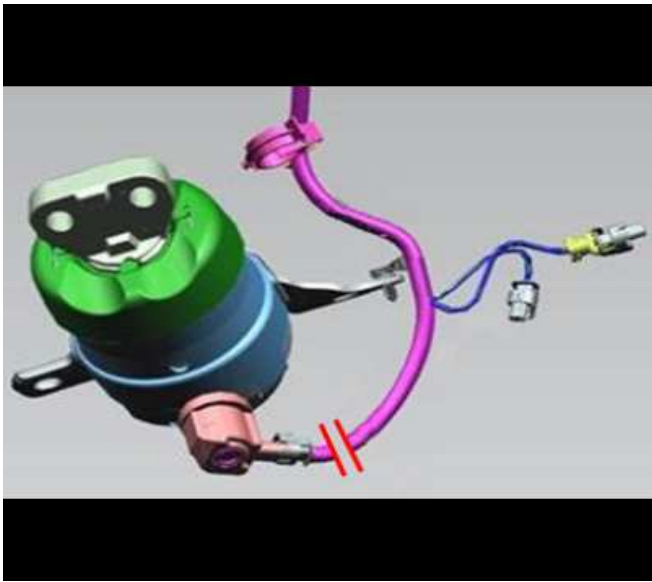
Bulletin No.: 21-NA-072

Date: March, 2021

INFORMATION

Subject: Information On Service Engine Mount Does Not Have an Active Mount Solenoid - DTC C11F0 and/or C11F1 Set

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500	2020	2020			LM2	-
GMC	Sierra 1500						

Involved Region or Country	North America
Condition	Some technicians may find when replacing the engine mounts, that the new mounts are non-solenoid style mounts. Some technicians may also find DTC C11F0 and/or C11F1 set.
Correction	<p>Only the affected active mount needs to be replaced. The unaffected mount can be left as is with the wiring connected unless it also has a need for replacement.</p> <p>Important: This procedure only applies to mounts that are being replaced for failure or damage. Do not replace mounts or use this procedure unless the mount itself has failed. Mounts replaced that are not failed are not covered by the warranty. Any unaffected mount can be left as is with the wiring connected, unless it also has a need for replacement.</p> <div style="text-align: center;">  </div> <p style="text-align: right;">5777985</p> <p>Note: The electrical connector at the solenoid engine mount will need to be cut off and secured in a manor so to avoid water intrusion. Perform the following steps in addition to replacing the engine mounts.</p> <ol style="list-style-type: none"> 1. Cut off solenoid connector. 2. Crimp a salmon Duraseal splice sleeve onto the terminated lead.

	<p>3. Utilizing the Ultra torch or equivalent, shrink the splice sleeve around the wire and also seal the open end.</p> <p>4. Tape the wire to the harness with Woven Polyester Electrical Tape (PET).</p>
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Information

DTC C11F0 and/or C11F1 will set when the mounts are disconnected. These are type "C" DTCs and should be ignored, no impact on performance, no MIL displayed. Only the affected active mount needs to be replaced, the unaffected mount can be left as is with the wiring connected unless it also has a need for replacement.

Parts Information

Causal Part	Description	Part Number	Qty
N/A	SPLICE, WIRE (SALMON)	13575368	1
N/A	Woven Polyester (PET) Electrical Tape**	1985620 (USA)* 894.1230 (Canada)*	1

*There is enough material to service multiple vehicles. Store the remaining material for future use.

**For USA, contact Wurth through their website at www.wurthusa.com, by e-mail at www.customer.service@wurthusa.com, or by calling 1-800-987-8487.

For Canada, contact Wurth through their website at www.wurth.ca/, by e-mail at info@wurth.ca, or by calling 1-800-263-5002 or your local Wurth rep.

Version	1
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