

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5087
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 15, 2019

Subject: N192213530 - Service Update
Rear Fuel Tank Pump Transfer Failure

Models: 2019 Chevrolet Silverado MD

To: All General Motors Dealers

General Motors is releasing Service Update N192213530 today. The total number of U.S. vehicles involved is approximately 23. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated July 15, 2019. A list of involved vehicles is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Service Update

N192213530 Rear Fuel Tank Pump Transfer Failure



Release Date: July 2019

Revision: 00

Attention: This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado MD	2019	2019		

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 MD vehicles may have a condition in which the rear fuel tank pump may fail to transfer fuel to the front fuel tank. If the fuel transfer fails, P-codes will set, and the fuel gage will default to "E", the low fuel warning will illuminate in the driver information center (DIC) and there will be 2 sets of 5 chimes upon initial warning. If the customer continues to operate the vehicle without refueling the front tank, the Check Engine Light will illuminate, and the vehicle may exhibit reduced power mode. The vehicle may also lose propulsion and may fail to re-start (dependent on fuel pressure).
Correction	Dealers are to inspect and, if necessary, replace the rear fuel pump.

Parts

Quantity	Part Name	Part No.
1	Fuel Tank Fuel Pump Module Kit	84462361

It is estimated that only 23 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.**

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

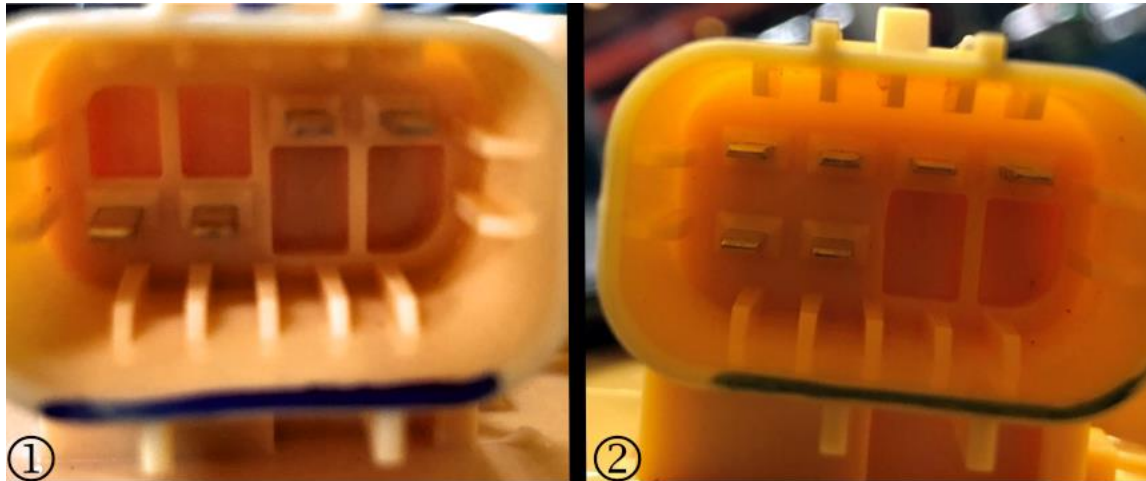
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104542	Inspect Only – No Further Action Required	-	ZFAT	N/A
	Upfitted Truck with Bed	1.3		
	Non-Upfitted Truck/Any Truck Without Bed	0.2		
9104543	Replace Rear Fuel Pump Module	-		
	Upfitted Truck with Bed	1.4		
	Non-Upfitted Truck/Any Truck Without Bed	0.7		

Service Procedure

- Remove the Auxiliary Fuel Tank Fuel Pump Module Connector.
 - For upfitted trucks with a bed, it will be necessary to drop the Auxiliary Tank to perform this inspection. Refer to *Auxiliary Fuel Tank Replacement* in SI.

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2. Inspect the Auxiliary (rear) Fuel Tank Fuel Pump Module for the number of pins contained in the connector, as shown.
 - If the connector has four pins, as shown in (1), no further action is required. Reconnect the harness to the fuel pump module. If the fuel tank was dropped to allow inspection, reinstall it. Refer to *Auxiliary Fuel Tank Replacement* in SI.
 - If the connector has six pins, as shown in (2), replace the Fuel Tank Fuel Pump Module (Auxiliary Tank). Refer to *Fuel Tank Fuel Pump Module Replacement (Auxiliary Tank)* in SI.

Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin 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.

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.

