



Service Bulletin

Bulletin No.: 23-NA-212

Date: December, 2023

INFORMATION

Subject: Information on Use of Engine Oil Life Monitor on L5D Engines

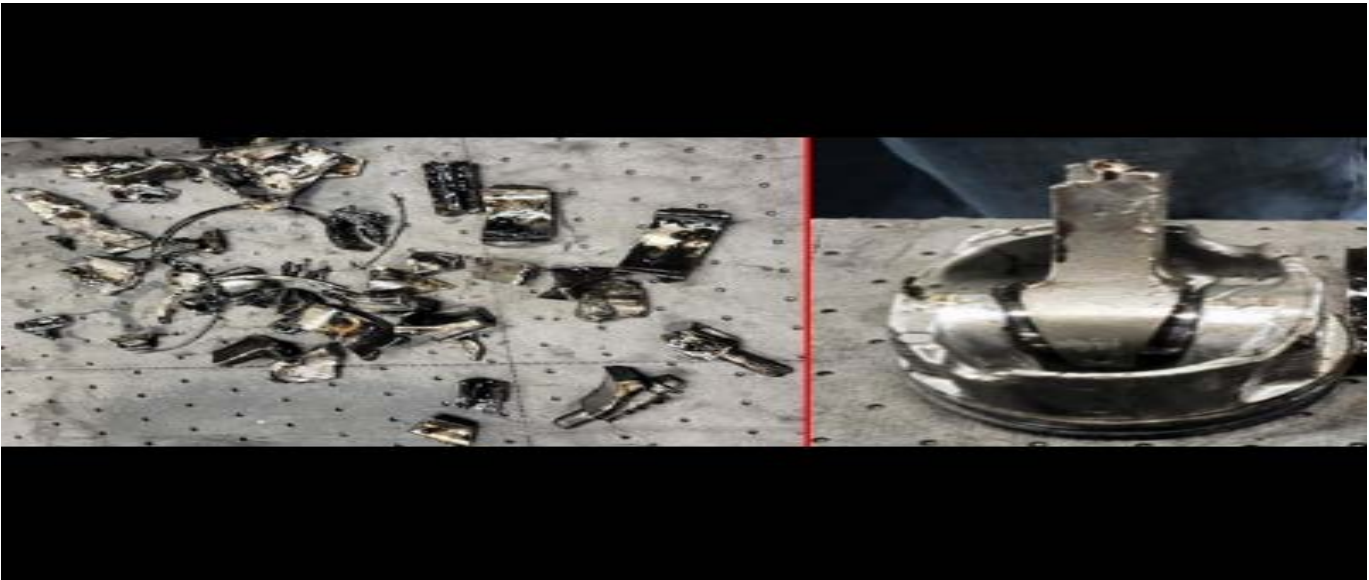
| Brand: | Model: | Model Year: | | VIN: | | Engine: | Transmission: |
|-----------|--|-------------|------|------|----|---------|---------------|
| | | from | to | from | to | | |
| Chevrolet | Silverado 4500HD, 5500HD, and 6500HD | 2019 | 2023 | | | L5D | |

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|-----------------------------------|---|
| Involved Region or Country | North America |
| Information | During the review of failed engines that were returned for inspection, it was found that many have suffered from lack of maintenance. Failures from a lack of proper maintenance are not a defect in material or workmanship and would not be covered under the New Vehicle Limited Warranty. |

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

Additional Information

Examples noted below:



6488136

The engine in the graphic above had very worn and dark oil. It was found that the oil had not been changed in a while.



6488143



6488144

This engine also had oil that was in very poor condition and was full of grit and debris.



6488149

The oil in this engine was found thick and would not flow.



6489257

The oil in this vehicle had a very strong smell of fuel. This in conjunction with how it looks indicated that it has gone far past the oil change interval.

The other thing that we wanted to share with you is that when asked for oil change records for engines that have failed, often we find a gap of over 7500 miles (12070 km) between some oil changes in these engines. Most commercial use trucks will require oil changes using oil and filters meeting GM specifications in the 3000–to–5000 mile (4829–to–11265 km) range or 300 hours of run time but can be even less. Never exceed Oil Life Monitor warnings. Below is some information that can be found in the owner's manual.

This vehicle has a computer system that indicates when to change the engine oil and filter. This is based on a combination of factors which include engine revolutions, engine temperature, and miles driven. Based on driving conditions, the mileage at which an oil change is indicated can vary considerably. For the oil life system to work properly, the system must be reset every time the oil is changed.

On some vehicles, when the system has calculated that oil life has been diminished, a CHANGE ENGINE OIL SOON message comes on to indicate that an oil change is necessary. Change the oil as soon as possible within the next 1,000 km (600 miles). It is possible that, if driving under the best conditions, the oil life system might indicate that an oil change is not necessary for up to a year. The engine oil and filter must be changed at least once a year and, at this time, the system must be reset. For vehicles without the CHANGE ENGINE OIL SOON message, an oil change is needed when the REMAINING OIL LIFE percentage is near 0%. Your dealer has trained service people who will perform this work and reset the system. It is also important to check the oil regularly over the course of an oil drain interval and keep it at the proper level.

To reset the engine oil life system:

1. Display the REMAINING OIL LIFE on the DIC. If the vehicle does not have DIC buttons, the vehicle must be in P (Park) to access this display. See Driver Information Center (DIC).
2. Press and hold V, or the trip odometer reset stem if the vehicle does not have DIC buttons, for several seconds. The oil life will change to 100%.

The oil life system can also be reset as follows:

1. Display the REMAINING OIL LIFE on the DIC. See Driver Information Center (DIC).
2. Fully press the accelerator pedal slowly three times within five seconds.
3. Display the REMAINING OIL LIFE on the DIC. If the display shows 100%, the system is reset.

Maintenance and Warranty Service Records Information

Retain receipts covering performance of regular maintenance. Receipts can be very important if a question arises as to whether a malfunction is caused by lack of maintenance or a defect in material or workmanship. A "Maintenance Record" is provided in the maintenance schedule section of the owner manual for recording services performed.

Warranty

All vehicles require periodic maintenance. Maintenance services, such as those detailed in the owner manual are the owner's expense. Vehicle lubrication, cleaning, or polishing are not covered. Failure of or damage to components requiring replacement or repair due to vehicle use, wear, exposure, or lack of maintenance is not covered.

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| Version | 1 |
| Modified | Released November 30, 2023 |

