

# Special Coverage Adjustment

## 17469 Fuel Leaks at the Primary Fuel Pump Module Flange



Reference Number: N172131680

Release Date: April 2018

Revision: 00

| Make      | Model    | Model Year |      | RPO | Description |
|-----------|----------|------------|------|-----|-------------|
|           |          | From       | To   |     |             |
| Chevrolet | Corvette | 2014       | 2017 |     |             |

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>                   | On some 2014-2017 model year Chevrolet Corvette vehicles, cracks on the top surface of the left fuel tank fuel pump module flange, may cause fuel odor, or a loss of fuel on the ground. A Check Engine lamp may illuminate if the fuel tank is less than half full.   |
| <b>Special Coverage Adjustment</b> | <p>This special coverage covers the condition described above for a period of 10 years or 120,000 miles (193,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.</p> <p>For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after April 18, 2018, 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 April 18, 2018, must be submitted to the Service Contract provider.</p> <p>Vehicle owners or lessees who paid for repairs referenced in this Special Coverage ("Customers") are eligible for reimbursement of their reasonable and customary expenses in accordance with the procedures specified below. The conditional right to reimbursement is provided by GM solely in the interest of customer satisfaction and is personal to Customers. <i>Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.</i></p> |
| <b>Correction</b>                  | Dealers are to replace the fuel pump module upon confirmation of the fuel pump module flange leak. The repairs will be made at no charge to the customer.  |

### Parts

| Quantity | Part Name                                    | Part No. |
|----------|--|----------|
| 1        | Fuel Tank Fuel Pump Module Assembly          | 84240352 |
| 2        | Exhaust Intermediate Pipe Seal               | 10354707 |
| 2        | Exhaust Tail Pipe Clamp                      | 15103184 |
| 8        | Exhaust Manifold Nut                         | 15032594 |
| 1        | Transmission Cooler Seal                     | 15251488 |
| As Req.  | Transmission Fluid - Manual                  | 88861800 |
| As Req.  | Transmission Fluid - Automatic               | 19355656 |
| As Req.  | Transmission Fluid – Manual (Canada only)    | 88861801 |
| As Req.  | Transmission Fluid – Automatic (Canada only) | 19355657 |
| 2        | Rear Axle Drive Shaft Nut                    | 11611234 |

**It is estimated that only 5% of involved vehicles will require parts replacement. 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.

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### Warranty Information

| Labor Operation | Description   | Labor Time | Trans. Type | Net Item |
|-----------------|---|------------|-------------|----------|
| 9900517         | Emissions System Test – No Repair Required  | 0.1-0.3    | ZREG        | N/A      |
| 9900518         | Fuel Tank Fuel Pump Module Replacement (includes Evaporative Emissions Testing and time to drain and refill fuel) | 12.2       | ZREG        | N/A      |
| 9900519         | Customer Reimbursement Approved<br>- For USA and Canada dealers only<br>- For Export dealers only                 | N/A<br>0.2 | ZREG        | *        |
| 9900520         | 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.

For Export: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement.

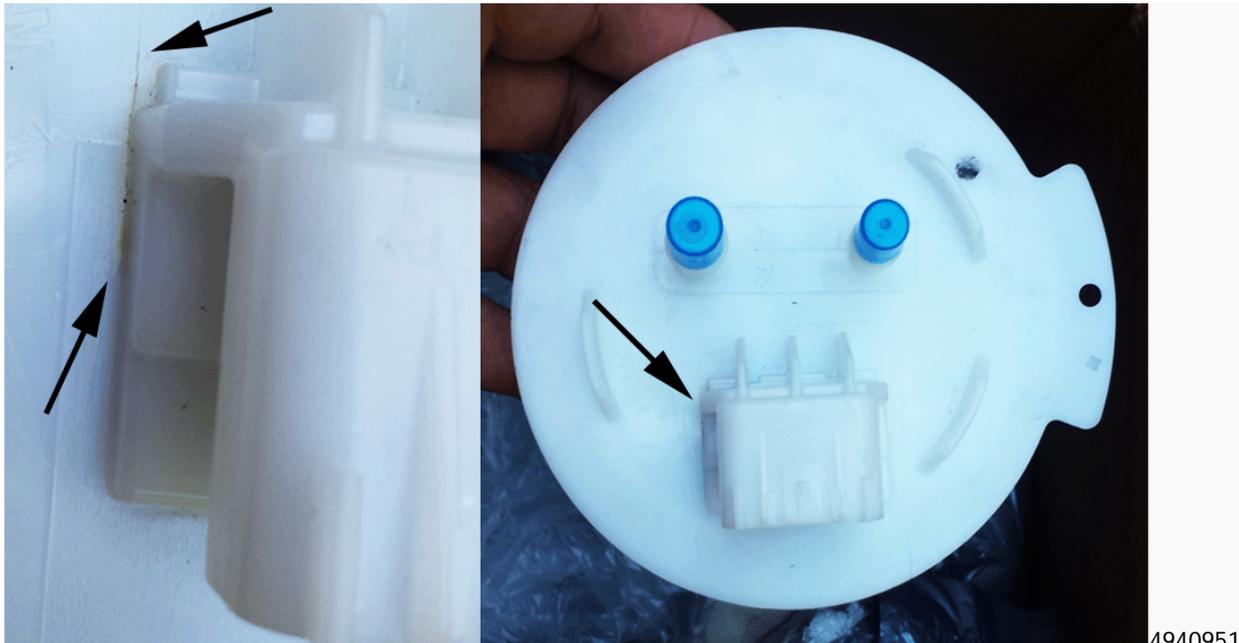
\*\* Submit \$10.00 administrative allowance in Net/Admin Allowance.

### Service Procedure

1. Perform an evaporative emissions system smoke test. Refer to *Inspection/Maintenance (I/M) – Evap System Pressure Test – Emissions Testing* in SI. The inspection should be focused on the top of the left-hand fuel tank, near the Fuel Tank Fuel Pump Module Assembly.
  - If an evaporative emission leak is NOT detected via a smoke test at the top of the left side fuel tank, no further action is required. Please inform the customer that any additional diagnosis and repairs are not covered under this special coverage.
  - If an evaporative emission smoke test determines that there is a leak near the Fuel Tank Fuel Pump Module Assembly, proceed to step 2.

**Note:** Use care and follow the linked steps below **exactly** when reinstalling the driveline support assembly. Engine damage may result if the driveline is not supported properly during reinstallation.

2. Remove the fuel tank from the vehicle. Refer to *Fuel Tank Replacement – Left Side* in SI.



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3. Inspect the fuel pump module for cracks near the connector, as shown above.
  - If NO cracks are found, no further action is necessary. Inform the customer that further repairs and diagnosis are not covered under this special coverage. The time required to remove the fuel tank and do the evaporative emission test will still be covered, however, any additional diagnosis, labor, or parts required to fix the vehicle are not covered under this special coverage.
  - If cracks are found, replace the Fuel Tank Fuel Pump Module. Refer to *Fuel Tank Fuel Pump Module Replacement* in SI.
4. Reinstall the fuel tank. Refer to *Fuel Tank Replacement – Left Side* in SI.

#### **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**

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 May 31, 2019. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.



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May 2018

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

Dear General Motors Customer:

As the owner of a 2014-2017 model year Chevrolet Corvette your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2014-2017 model year Chevrolet Corvette vehicles, may have a condition where cracks on the top surface of the left fuel tank fuel pump module flange, may cause fuel odor, or a loss of fuel on the ground. A Check Engine lamp may illuminate if the fuel tank is less than half full.

**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 2014-2017 model year Chevrolet Corvette within 10 years of the date your vehicle was originally placed in service or 120,000 miles (193,000 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 May 31, 2019, unless state law specifies a longer reimbursement period.

The right to submit reimbursement claims is provided by GM solely in the interest of customer satisfaction and is personal to vehicle owners and lessees who previously paid for repairs referenced in this Special Coverage ("Customers"). **Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.**

If you have any questions or need any assistance, please 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        |
| 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  
GM Recall: 17469