

Exchange Program For 2004 Model Year Engines #03-06-01-013 - (05/08/2003)

Exchange Program For 2004 Model Year Engines

2004 Cadillac CTS, SRX, XLR

2004 Chevrolet Colorado, Malibu

2004 GMC Canyon

with 2.8L, 3.5L, 3.6L or 4.6L Engine (VINs 8, 6, 8, 7, A -- RPOs L52, LK5, LH2, LX9, LY7)

This bulletin will cover the Engine Exchange Program only for the 2004 models listed above. This exchange program will be in effect for the first 6 months of vehicle production. Additional bulletins will be published for each engine or component as they are introduced.

During the 2004 model year, the following engines will be under an exchange program:

- 2.8L Engine Assembly RPO LK5
- 3.5L L5 Engine Assembly RPO L52
- 3.5L V6 Engine Assembly RPO LX9
- 3.6L V6 Engine Assembly RPO LY7
- 4.6L V8 Engine Assembly RPO LH2

Product teams continually seek valuable information for engineering improvements. To assist in this effort, an engine exchange program will be used for the listed engines and vehicles.

In an important change for the 2004 model year, the engine exchange program will be administered by the GM Powertrain Quality Center (PQC). Dealerships are required to call the PQC to request an exchange and not GM Technical Assistance (TAC). Prior to calling the PQC, please make sure to complete the "OEM Engine Exchange" templates in this bulletin. Use of the templates will minimize the time spent on the telephone and avoid the need of a second call to the PQC. Guidelines for honoring exchange requests under this program are being strictly enforced.

The PQC may refer the dealer technician to TAC if additional diagnosis is required. TAC will be available for product inquiries that do not require assembly replacement.

| Division | PQC Telephone Number |
|------------------------------|-----------------------------|
| US Cars and Trucks | 1-866-654-7654 |
| Canada -- English and French | |

Components which may be removed and serviced without exchange are identified by an "X" in the appropriate column of the table below. Any repairs involving engine components not identified in the table below, engine noise concerns, oil consumption, or related symptoms may require an engine exchange.

Please note that this list is subject to change as the program progresses. You will be notified by the PQC consultant if additional items are considered serviceable on a particular engine.

| Serviceable Components | 2.8L L4 RPO LK5 VIN Code 8 | 3.5L L5 RPO L52 VIN Code 6 | 3.5L V6 RPO LX9 VIN Code 8 | 3.6L V6 RPO LY7 VIN Code 7 | 4.6 L V8 RPO LH2 VIN Code A |
|--|---|---|---|---|--|
| Accessory Drive | X | X | X | X | X |
| A/C Compressor | X | X | X | X | X |
| Brackets | X | X | X | X | X |
| Block Heater (if applicable) | X | X | X | X | X |
| Continuously Variable Camshaft Phasing Control Valve | X | X | N/A | X | |
| Camshaft Position Sensor | X | X | X | X | X |
| Cam Cover/Gasket | X | X | X | X | X |
| Coolant | X | X | X | X | X |
| Coolant Temperature Sensor | X | X | X | X | X |
| Crankshaft Position Sensor | X | X | X | X | X |
| Engine Mounts | X | X | X | X | X |
| Engine Valve Springs, Cap and Keys | | | X | | |
| Exhaust Manifold/Gaskets | X | X | X | X | X |
| Flexplate | X | X | X | X | X |

| | | | | | |
|--|-----|-----|-----|---|---|
| Fuel Rail, Injectors, Injector Harness, O-Ring Seals | X | X | X | X | X |
| Generator | X | X | X | X | X |
| Harmonic Balancer | | | X | X | |
| Heater Outlet/Inlet Fittings | X | X | X | X | X |
| Ignition (coil on plug module) | X | X | X | X | X |
| Intake Manifold (Lower or 1 piece) | X | X | | X | X |
| Intake Manifold (UPPER) | | | X | X | |
| Knock Sensors | X | X | X | X | X |
| Magnet, Camshaft Position Actuator | | | | | X |
| MAP or Baro Sensor | X | X | X | X | X |
| Oil Filter | X | X | X | X | X |
| Oil Filter Adapter | X | N/A | X | X | X |
| Oil Gallery Plugs | X | X | X | X | X |
| Oil Level Indicator and Tube | X | X | X | X | X |
| Oil Level Sensor | N/A | N/A | N/A | X | X |
| Oil Pan | | | X | | |
| Oil Pressure Switch | X | X | X | X | X |
| Oil Pump Drive | | | | X | |
| Oxygen Sensors | X | X | X | X | X |
| PCV Hose | | | X | X | X |
| PCM | X | X | X | X | X |
| Rear Main Oil Seal | | | X | | |
| Purge Solenoid | X | X | X | X | X |
| Rocker Arms | | | X | | |
| Spark Plugs | X | X | X | X | X |
| Starter Motor and Solenoid | X | X | X | X | X |
| Thermostat w/Housing | X | X | X | X | X |
| Throttle Body/Related Components | X | X | X | X | X |

| | | | | | |
|-------------------------------|---|---|---|---|---|
| Throttle Control Module (ETC) | X | X | X | X | X |
| Vacuum Lines | X | X | X | X | X |
| Valve Seals | | | X | | |
| Vapor Vent Lines/Seals | X | X | X | X | X |
| Water Inlet | X | X | X | X | X |
| Water Pump | X | X | X | X | X |
| Wiring Harnesses | X | X | X | X | X |

Important

Engine repairs or failures that are caused by components external to the engine do NOT fall under the exchange program. For example, engine coolant lines incorrectly installed causing an engine failure will have to go through GMSPO to obtain an engine assembly. The exchange program is created as a way to correct internal concerns and to take what is learned and find a way to eliminate these concerns. External components causing a failure do not provide any useful information in improving an engine. The engine received from GMSPO will be a new service engine.

Procedures

A thorough diagnosis must be performed on the condition in order to prevent unnecessary component replacements. Contact the Product Quality Center (PQC) to verify the proper diagnosis has been performed. Upon review of the diagnosis, the PQC will establish a case reference number and make arrangements for shipping an exchange unit to your dealership. DO NOT SHIP AN ENGINE TO THE Warranty Parts Center (WPC) WITHOUT AN OFFICIAL WPC REQUEST.

Important

Failure to return the concerned engine will result in the dealership being debited in the amount of an entire engine assembly (dealer net).

The removed unit must be returned complete in the original exchange shipping container. For effective engineering analysis, please do not remove any components. Dress items on the removed unit must remain the same as the replacement engine (e.g., exhaust manifolds, throttle body, etc.). Dealerships returning engines/components having been even partially disassembled will be judged as violating this procedure and, as such, will be billed for all materials furnished.

Notice

The exchange unit will be shipped with a quantity of oil; check oil level before starting the engine. Low oil level could result in internal engine damage.

Included with the exchange unit will be return shipping instructions, including a return shipping label (freight collect at destination) and partially completed Bill of Lading.

WPC Request

The Warranty Parts Center (WPC) will fax a Special Part Request to your dealership requesting the return of the removed engine. DO NOT wait for the warranty claim to be paid before returning the removed engine.

The Special Part Request will provide a request number. This request number must be written on the outside of the return container using a permanent marker. Failure to write the request number on the return container may delay the processing of your return.

If you do not receive the WPC Special Part Request, contact Annette Quince at 248-371-9939 (for French call PQC 1-866-654-7654) to obtain the proper paperwork in order to return the removed engine. Failure to return the engine may result in a debit.

Shipping Preparation

1. Remove the engine assembly/component as outlined in the applicable Service Manual. Drain all fluids from the removed engine.
2. Retorque any fasteners that were loosened or removed to the original torque specification.
3. Remove any plastic shipping plugs and covers from the exchange unit and install them on the removed unit.
4. If the concerned engine leaks, mark the area directly on the engine with a permanent marker.
5. Write the PQC case reference number on the repair order form.
6. Write the PQC case reference number on the component in a visible location.
7. Place the removed engine into the original shipping container. Attach completed core return shipping tag to engine.

Shipping Instructions

1. Place a copy of the WPC request, repair order, and the completed return checklist/product feedback form into the plastic envelope. Remove the original shipping label and attach the plastic envelope with the return shipping label on it to the container. The Bill of Lading and Customs' Papers (for Cross-Border Shipments) provided with the exchange engine are the only other documents required to be inserted into the envelope to return the removed engine.
2. Write the WPC request number and the PQC case reference number on the outside of the container with a permanent marker. To simplify the Exchange Program's core return process, the

WPC will be coordinating all activities for core returns. See Service Bulletin 99-00-89-019 (Dealers in Canada should refer to Home Office Letter 99-201) for detailed shipping information.

3. Contact Yellow Transportation at the phone number shown on the Yellow Transportation bill of lading to arrange for the pick up of the removed engine.
4. Have the Yellow Transportation driver sign the bill of lading. Retain a copy of the signed bill of lading. Attach your copy to the original repair order. This will be your proof of returning the removed engine.
5. Ship all returned exchanges/components with appropriate paperwork to: Third Party Freight Collect GM Warranty Parts Center 45 Northpointe Drive Orion, MI 48359

Warranty Information

For vehicles repaired under warranty, use:

| Labor Operation | Description | Labor Time | Parts Allowance |
|--|--------------------------|--------------------------|-----------------|
| *J1880 | Replace Engine Assembly | Use Published Labor Time | \$400.00 |
| Add: | Administrative Allowance | 0.2 hr | |
| *Use published labor time plus the administrative allowance indicated above. | | | |

Important

Applicable miscellaneous items such as engine oil and coolant should be added to the part allowance amount and claimed in the Parts Cost column and not included in the Net Amount (DMN) column of the warranty claim.

Your cooperation is greatly appreciated. Prompt return of the original engine will increase the effectiveness of this program. If you have any questions regarding the exchange program administrative procedures, please contact Technical Assistance.

OEM Engine Exchange Worksheet

| | |
|---|--|
| What type of Service is the vehicle being used in? (Police, Taxi, Towing, Personal, Etc): | |
| Describe the Failure of the Engine: | |
| Broadcast Code: | |
| Engine Serial Number: | |
| Replacement Cost = \$ | |
| Requested Labor Time: | |

| | |
|---|--|
| Leaks: | |
| What type of leak? | |
| Where is the leak located? | |
| Noise: | |
| What kind: | |
| Where is it: | |
| What frequency: | |
| When does it occur: | |
| How long does it last: | |
| What temp does it occur: | |
| Lubrication: | |
| Oil Pressure Readings: | |
| Results of Oil Consumption Test | |
| Oil contamination? | |
| Performance Concern: | |
| Low Power? | |
| Misfire? | |
| Detonation? | |
| Blue Smoke? | |
| White Smoke? | |
| Will Not Crank? | |
| Vibration? | |
| Did the Engine show evidence of: | |
| Overheating? | |
| DTC's in the PCM/VCM? | |
| Coolant consumption? | |
| Coolant contamination? | |

| | |
|------------------------------|--|
| Low Compression? | |
| Please Provide the readings: | |

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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