

# On the Line

## **Excessive Oil Consumption**

**...and Your Shop Has Serviced the Vehicle Since New!**

**T**rust me, this is not going to be a pleasant exercise. Have you ever provided services or made a repair on a vehicle and had the customer return, complaining of a problem or a condition that supposedly was not present until you serviced the vehicle? It can and will happen. The message usually goes something like this... "It must have been something that you did, because you are the only one that has ever serviced my vehicle."

### **EXCESSIVE OIL CONSUMPTION**

Imagine servicing a customer's vehicle since it was purchased new, and at 30K miles the engine develops an oil consumption problem. The engine has always been serviced on time and you have always performed a thorough service and inspection. The customer returns to the dealer for engine warranty consideration and is told that the condition is due to the aftermarket oil filter and lubricant. Both you and the customer know better, but how do you deal with a dealership technician or service manager who has taken this position? A little research can go a long way toward resolving such an unfortunate incident.



"YOUNG MAN, MY AIR CONDITIONER WORKED JUST FINE...  
BUT EVER SINCE YOU CHANGED MY AIR FILTER,  
IT'S HOT ENOUGH IN THERE TO BAKE BISCUITS!"

### **A FACTORY SOLUTION**

In this case the lube shop owner had access to some factory service information. The vehicle in question was a GM product, and GM has acknowledged that some customers may complain of increased oil consumption once the vehicle accumulates 30–40K miles under drive cycles requiring extended high engine speed operation. This condition occurs when parts are at the high end of their tolerance specification and excessive oil spray is directed at the pistons and rings. These conditions cause deposit formations to accumulate in the piston ring grooves, resulting in stuck rings, promoting excessive oil consumption. Vehicles affected include: 2007–2009 Cadillac Escalade, Escalade ESV and EXT; 2007–2009 Chevrolet Avalanche, Silverado 1500, Suburban and Tahoe; 2007–2009 GMC Sierra 1500, Sierra Denali, Yukon, Yukon XL, Yukon Denali, Yukon Denali XL; 2008–2009 Pontiac G8 GT. The condition involves vehicles equipped with aluminum block V8 engines equipped with Active Fuel Management (AFM) RPOs LC9, LH6, L76, LFA and L92. For those unfamiliar with AFM, it is basically a system that provides displacement on-demand. It is a variable

displacement technology that allows a V8 or V6 powertrain to turn off half of its cylinders under a light load condition to improve fuel economy.

GM recommends a cleaning procedure illustrated in their service bulletin 10-06-01-008B, which promotes cleaning of the pistons and rings while they are still mounted in the engine block. The repair procedure involves pulling the oil pan and installing a deflector shield GM P/N 12639759 (07–08 models only) on the AFM pressure relief valve located in the crankcase. The shield will prevent oil from spraying directly on the pistons and ring assemblies during extended high engine speed operation. If the cleaning procedure fails to dislodge the contaminants, replacement of the pistons and rings will be necessary. A revised left side rocker arm cover GM P/N 12642655 is available for 2009 models to correct a PCV related problem.

Having access to factory service information that describes the symptoms can save your shop from liability for repairs that are not your responsibility and it can save a lot of integrity, too.

### **DEALING WITH COMEBACKS**

Ask your Mighty Rep about Tech Tip #159 — *DEALING WITH COMEBACKS...The Condition May Be Factory Induced*. The information contained will illustrate some factory induced symptoms and noises that you could be blamed for after performing a lube service. The conditions illustrated are inherent in the vehicles by design. Producing some factory information that describes the symptoms can quickly defuse a tense moment.

Comebacks are a normal occurrence and they are just an unfortunate part of the automotive repair business. Most often, the symptom is unrelated to your service, but you must handle the situation in a very cautious and concerned manner or risk losing a customer and others, as they are certain to share their experience.

Good maintenance is imperative for today's systems. Contaminated oil or the incorrect oil viscosity can affect the performance of today's engines and promote some difficult to diagnose symptoms.



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