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<http://www.corvetteforum.com/forums/c6-z06-discussion/3121662-gm-response-to-ls7-valve-guide-issue-summary-confirmed.html>

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#1

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GM response to LS7 valve guide issue summary confirmed

Edit #4 -- Chevy Customer Service official post #604 October 11, 2012

Quote:

Originally Posted by **Chevy Cust Svc**

Hello all,

LS7 Valve guide issue summary:

- *Affects a small, number of '08, 09 '10 and '11 Z06's*
- *GM discovered the condition through our cylinder head warranty data involving a very small percentage of our vehicles.*
- *Through inspection of returned heads, it was determined that a machining error in the valve guide had occurred at our head supplier.*
- *The quality issue has been contained as of Feb 2011 with 100% inspection of all heads.*
- *The most common customer complaint has been excessive valve train noise.*

However if the condition is not addressed, it could result in engine failure. To date, where this condition has been observed, it has occurred early in the vehicle life.

What customers need to know: They should drive and enjoy their vehicles without fear. If their car demonstrates this condition, they are likely to hear unusual valvetrain noise first. If you have a concern regarding this issue on your personal vehicle feel free to contact me through private message on this forum and we will work to assist in resolving your concern. Feel free to contact me through Socialmedia@gm.com please put attention Evan in the subject. As always, vehicles that have modifications to the powertrain or the calibrations, are no longer covered by GM's warranty.

*Sincerely,
Evan, Chevrolet Customer Service*

Edit #2 -- This was originally posted referring to 09 - early 11 models.

Edit #3 as of Sept 7, 2012

The idea of this sticky was to be informational but it turned into a town hall meeting. Nature of forums I guess.

GM will be posting info giving customers a specific method to address any concerns or issues. Once this process is set up, an announcement will be made, hopefully within the next few weeks, but possibly sooner.

Hang in there...

Many of you know my close relationship with Team Corvette and how accurate and truthful my posts are -- those that don't will have to decide for yourself what you do, or do not want to believe. Unfortunately in this high tech age I concede anyone with a keyboard can be a self-proclaimed expert so it's tough to filter out all the misinformation these days.

JVP posted this information in another thread, but it was buried after over 500 posts, so this is for the benefit of many who gave up on that thread, or never saw it.

I was going to post this some time ago but refrained. The recent hysteria over the valve guide issue has been inconceivable as it's come to a point where any failure or issue with the car, even a flat tire was blamed on valve guides.

I posted to substantiate this information is correct.

Quote:

Originally Posted by **jvp**

I had a chance to chat with one of the engineers at Carlisle about this specific issue. The discussion was fairly focused, and out of it I got the following points (paraphrasing, so forgive me here) ...

- It sounds like it's affecting a *reasonably* small number of '09, '10, and '11 Z06s. It's **not** the cause of any issues that have popped up with the LS7 in prior MYs.
- GM discovered the problem through their cylinder head warranty data; it went from nearly 0 to a peak of 6.5 problems per *thousand* engines.
- They inspected the returned heads and found the machining error in the valve guide. It had occurred at their head supplier. As stated in the thread already: it's not a design issue.
- Problems contained as of Feb '11 with 100% inspection of all heads.
- The most common customer complaint has been excessive valve train noise and if left unattended, an engine failure would likely occur. A handful of engines have been replaced under warranty due to these specific failures.

Overall, the engineer wanted customers to: enjoy their cars! If a problem is going to happen, it'll be accompanied by a nasty/excessive valve train noise long before the engine fails. He didn't quantify what "excessive" valve train noise means, as opposed to the LS7's normal ticking.
jas

Furthermore;

If a car makes it through even a fraction of the 100k mile warranty, it is built properly and will have a complete service life.

As far as excessive noise mentioned, it doesn't have to be excessive but more-so not normal or unusual.

If your car is under warranty stop fretting a go enjoy each drive.

If your car is modified you run the risk of spending your own dime for repair, no news here.

There are legitimate failures as with any machine, but there are a countless number of failures that occur due to owner abuse, whether realized or not. In conjunction with the team, I will be providing forthcoming preventative maintenance tips.

The Z06 is a street car, not a race car and if you drive it as such, you have to prep it as such.

Lastly:

Katech has chimed in multiple times with helpful information. If there is an issue, it's not a matter of simply replacing the valves (edit #1 - I had guides here originally and didn't catch the error before posting) like many have suggested, there's more to it and Katech's approach is correct. I'm not singling Katech out as the only shop credible as I know there are other builders, but merely the only shop I can personally vouch for and one that my GM friends approve.

Hopefully this will put a rest to the LS7 paranoia.

I will follow up with any additional questions posed here.

Mike

Last edited by Short-Throw; 10-11-2012 at 11:10 AM.

