

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5076
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 21, 2019

Subject: N192218960 - Noncompliance Recall
Incorrect Rear Quarter Glass

Models: 2016-2019 Chevrolet Express
2016-2019 GMC Savana

To: All General Motors Dealers

General Motors is releasing Noncompliance N192218960 today. The total number of U.S. vehicles involved is approximately 1,159. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery May 23, 2019. Once the service procedure contained in the bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

Question and Answer Document (Q&A)

Attached to this message you will find a document that addresses the ten most likely questions customers may have regarding this Noncompliance Recall. Please use this information as an aid to confidently answer customer concerns.

Working Capital Assistance Program (WCAP) Eligibility

Vehicles which were in dealer inventory at the time of this bulletin release were eligible for WCA. Please refer to the attached bulletin and GlobalConnect Message GCUS-9-7345 for additional information.

Customer Letter Mailing

The customer letter mailing will begin July 5, 2019.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated June 21, 2019. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
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