

# F/CMVSS Noncompliance Recall

## N192218960 Incorrect Rear Quarter Glass



**Release Date:** June 2019

**Revision:** 00

**Attention:** It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

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

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Express	2016	2019		
GMC	Savana				

Involved vehicles are marked “open” on the Investigate Vehicle History screen 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>	General Motors has decided that certain 2016 – 2019 model year Chevrolet Express and GMC Savana vehicles may fail to conform to S4.2.1 of Federal Motor Vehicle Safety Standard and Canada Motor Vehicle Safety Standard (FMVSS/CMVSS) 226, Ejection Mitigation. In these vehicles, tempered glass was used instead of laminated glass to manufacture one or both rear-quarter windows. Windows made of tempered glass may cause the window opening to fail to meet the headform-displacement requirements of S4.2.1. of FMVSS/CMVSS 226. Tempered glass was mistakenly listed in GM’s part release system for the left rear-quarter glass in long wheelbase (155”) cargo-crew configurations and for both the left and right rear-quarter glass in short wheelbase (135”) cargo-crew configurations. Vehicles that do not meet the headform-displacement requirements of S4.2.1 of FMVSS/CMVSS 226 may create additional risk of injury during a rollover or side impact.
<b>Correction</b>	Dealers will replace tempered glass with laminated glass in the left rear-quarter position for long wheelbase vehicles and both left and right rear-quarter positions for short wheelbase configurations.

### Parts

Quantity	Part Name	Part No.
1	Window, Body Side Rear	22985299
1	Window, Body Side Rear	22985294
1	Window, Body Side Rear	22985292
1	Window, Body Side Rear	22985291

**Note:** Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which window to order.

**Important:** Due to high damage it is not recommended that you order the glass as an OVN.

It is estimated that there are only 1,170 involved vehicles that will require parts being replaced. **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
9104503	Replace Left Body Side Window	1.5	ZFAT	*
9104532	Replace Left and Right Body Side Windows	3.0	ZFAT	*
9104512	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	- N/A 0.2	ZFAT	**
9104513	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	***
9104514	Floor Plan Reimbursement	N/A	ZFAT	****
9104515	Working Capital Assistance Program Reimbursement	N/A	ZFAT	*****

\* The amount identified in “Net Item” should represent the actual sum total of the current GMCCA Dealer net price for Window Installation Urethane Kit needed to perform the required repairs, not to exceed \$70.00 USD, \$70.00 CAD, plus applicable Mark-Up or Landed Cost (for Export) Per window replacement.

Note: To avoid having to “H” route the customer reimbursement / floor plan transaction for approval, it must be submitted prior to the repair transaction.

\*\* 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.

### Floor Plan Reimbursement - NEW INVENTORY ONLY

\*\*\*\* USA & Canada Only – For vehicles eligible for floor plan reimbursement, the amount should be submitted in Net Item/Miscellaneous. This amount should represent the product of the vehicle’s average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (May 23, 2019) to the date the repair is completed, and the vehicle is ready for sale (not to exceed 31 days):

Vehicle	Reimbursement Amount	
	USA	Canada
2017 Chevrolet Express	\$5.85	N/A
2018 Chevrolet Express	\$6.00	N/A
2018 GMC Savana	\$6.20	N/A
2019 Chevrolet Express	\$6.35	\$5.44
2019 GMC Savana	\$6.36	N/A

### Working Capital Assistance Program (WCAP) Reimbursement – USED INVENTORY ONLY

**Note: US Only** - To avoid having to “H” route the WCAP transaction for approval, it must be submitted prior to the repair transaction.

**Important: The WCAP ZSET transaction labor code, 9800026, provided in the dealer message sent on (June 3, 2019), must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.**

\*\* **US Dealers Only** - For vehicles eligible under the Working Capital Assistance Program, the amount should be submitted in Net Item/Miscellaneous. This amount has been calculated to a daily value for the days that the vehicle was in used dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale/stop delivery order (May 23, 2019) to the date the recall bulletin was released (not to exceed 31 days).

**Canada Dealers Only** - For Canada, please continue to follow the process outlined in the Used Virtual Coupon Program Dealer message published on June 11, 2019. (see GCCA-5-1425).

Vehicle	Working Capital Assistance Reimbursement Amount	
	USA	
2019 Chevrolet Express	\$11.71	
2019 GMC Savana	\$11.71	
2018 Chevrolet Express	\$10.83	
2018 GMC Savana	\$10.83	

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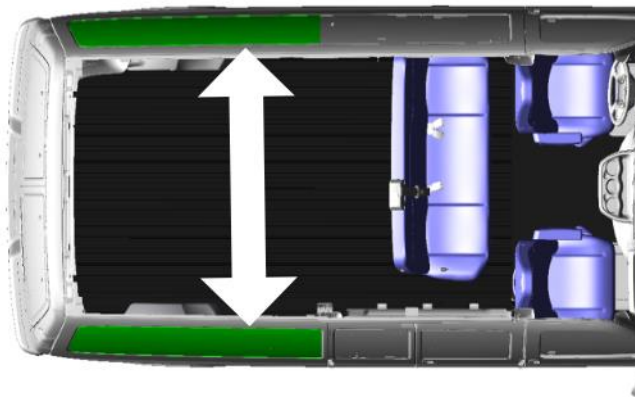
2017 Chevrolet Express	\$10.00
2017 GMC Savana	\$10.00
2016 Chevrolet Express	\$9.17
2016 GMC Savana	\$9.17

### Service Procedure



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**NOTE:** Locate the model number on the information label positioned in the lower rear area of the driver door (example shown above only - see the correct model numbers for short and long wheel base model numbers below).



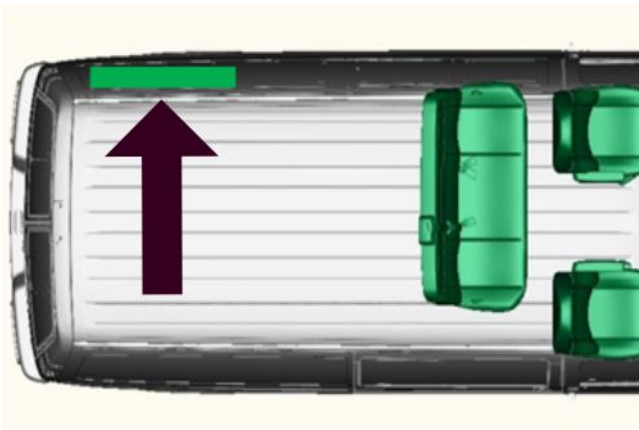
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### Short Wheelbase Vehicles (Model numbers G23405/G33405)

- Replace the **left and right** rear quarter glass windows. Refer to *Adhesive Installation of Bodyside Stationary Windows* in SI.

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### Long Wheelbase Vehicles (Model numbers G23705/G33705)

- Replace the **left** rear quarter glass window. Refer to *Adhesive Installation of Bodyside Stationary Windows* in SI.

### Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

### Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

### Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports or sent directly to export dealers. The listing may

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contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

### **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**

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

### **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 July 31, 2020. 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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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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary Technician  
Certification**



# IMPORTANT SAFETY RECALL

July 2019

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

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that certain 2016 – 2019 model year Chevrolet Express and GMC Savana vehicles may fail to conform to S4.2.1 of Federal Motor Vehicle Safety Standard (FMVSS) 226, Ejection Mitigation. As a result, GM is conducting a recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## IMPORTANT

- Your vehicle is involved in GM safety recall N192218960.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

**Why is your vehicle being recalled?**

In these vehicles, tempered glass was used instead of laminated glass to manufacture one or both rear-quarter windows. Windows made of tempered glass may cause the window opening to fail to meet the headform-displacement requirements of S4.2.1. of FMVSS 226. Vehicles that do not meet the headform-displacement requirements of S4.2.1 of FMVSS 226 may create additional risk of injury during a rollover or side impact.

**What will we do?**

Your GM dealer will replace tempered glass with laminated glass in the left rear-quarter position for long wheelbase vehicles and both left and right rear-quarter positions for short wheelbase configurations. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 3 hours.

**What should you do?**

You should contact your GM dealer to arrange a service appointment as soon as possible.

**Did you already pay for this repair?**

Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already 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 July 31, 2020, unless state law specifies a longer reimbursement period.

**Do you have questions?**

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

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If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 19V387.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Maryann L. Combs  
Vice President  
Global Vehicle Safety

Enclosure  
GM Recall: N192218960