

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5140
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 13, 2019

Subject: Safety Recall N192263741
Relay Fuse Box Bolt

Models: 2017-2019 Chevrolet Low Cab Forward 3500/4500/6500XD MD Trucks

To: All General Motors Medium Duty Dealers

General Motors is releasing Safety Recall N192263741 today. The total number of U.S. vehicles involved is approximately 2,289. Please see the attached bulletin for details.

This bulletin was originally released as Customer Satisfaction Program N192263740 on August 29, 2019 which has now been closed due to this Safety Recall.

Vehicles involved in this recall were placed on stop delivery September 9, 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 Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Customer Letter Mailing

The customer letter mailing will begin in early October 2019.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated September 13, 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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