

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5181
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 7, 2019

Subject: N192270920 - Safety Recall
Incorrect Brake Caliper Seal Lubricant

Models: 2020 Chevrolet Equinox equipped with electronic parking brake
(RPO J71)

To: All General Motors Dealers

General Motors is releasing Safety Recall N192270920 today. The total number of U.S. vehicles involved is approximately 166. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery August 16, 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 the near future.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated October 7, 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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