



# IMPORTANT SAFETY RECALL

February 2020

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 2019 model year Cadillac CT6, Chevrolet Silverado or GMC Sierra vehicles may fail to conform to S5.3 of Federal Motor Vehicle Safety Standard (FMVSS) No. 126, "Electronic stability control systems for light vehicles" and S5.1 of FMVSS 135, "Light vehicle brake systems".

## IMPORTANT

- Your vehicle is involved in GM safety recall N192268090.
- Schedule an appointment with your GM dealer. You should schedule a service appointment even if you believe that your vehicle has already received service for this condition. Your vehicle may not have received the correct recall-remedy software.

### Why is your vehicle being recalled?

In these vehicles, a software error can, in rare cases, disable the vehicle's electronic stability control (ESC) and antilock brake system (ABS) systems for a single ignition cycle. If this specific error occurs, the vehicle's diagnostics will not illuminate the vehicle's ESC and ABS telltale lamps, as required by S5.3 of FMVSS 126 and S5.1 of FMVSS 135. If the driver is unaware that ESC and ABS are not functioning, there may be increased risk of a crash.

### What will we do?

Your GM dealer will reprogram the brake system control module. 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 inspection and service correction time of approximately 30 minutes.

### What should you do?

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

### 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)
Cadillac	1-866-982-2339	1-800-833-2622
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	

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 19V889.

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

GM Recall: N192268090