

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5232
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 25, 2019

Subject: N192270600-01 - Safety Recall
Seatbelt Pretensioner Fire – Revised Parts, Warranty and Service
Procedure

Models: 2019-2020 Chevrolet Silverado 1500 (New Model)
2020 Chevrolet Silverado 2500/3500
2019-2020 GMC Sierra 1500 (New Model)
2020 GMC Sierra 2500/3500
Equipped with Carpet Floor Covering (RPO B30)

To: All General Motors Dealers

This bulletin has been updated in the Warranty Information and Service Procedure section to provide more information for the aluminum foil tape. Please discard all previous versions of N192270600.

The service procedure in this bulletin requires the use of locally sourced 2.5" X 4.0 Mil aluminum foil tape meeting UL Spec 181A-P. 3-M part number #3340 and Nashua #324A meet this specification. One of these products, **or an equivalent** must be used in this procedure. The equivalent material must meet the following specification:

- Base Material: Aluminum Foil Tape
- Foil Thickness: 2 Mil thick Foil (total tape thickness including adhesive will be approximately 3.4-4.5 Mil)
- Adhesive Type: Acrylic
- Temperature working Range: -25°C to 125°C (-13°F to 257°F)
- Backing: Liner Backing Preferred for installation (Not required, should be discarded)

If 2.5" width tape is not available and narrower tape must be used, use two layers of the narrower tape overlapped on top of each other to create a 2.5" wide section of material. THIS MUST BE DONE ON THE BENCH BEFORE THE MATERIAL IS INSTALLED ON THE VEHICLE. ENSURE THE LAYERS OF TAPE ARE FULLY ADHERED TO EACH OTHER WITH NO GAPS before it is installed on the vehicle.

Additional Information:

- Total Impacted VIN Population - 640K (Dealer Inventory & Customer Driven).
 - ✓ **215K units in dealer inventory & in-transit to dealers as of the week of November 18th.**

- ✓ GM executed a pre-ship on Wednesday, November 10th with parts arriving Thursday, November 11th into Friday, November 12th of 40K pieces that would remedy 20K vehicles, or roughly 10% of what is in dealer inventory & in-transit to dealers.
- Dealer ordering habits are on the decline as we sold 120K pieces on Monday, Nov. 18th and 60K pieces on Thursday, November 21nd.
- As of Friday, November 22nd, there is approx. 117K pieces in dealer parts inventory.
- As of Friday, November 22nd, dealers have repaired 39K vehicles.
- On Friday November 22nd, GM will be shipping parts overnight via FedEx - 90K pieces to the respective admin PDCs.

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.

END OF MESSAGE
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