

GM CUSTOMER CARE AND AFTERSALES
DCS5268
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 20, 2019

Subject: Upcoming Safety Recall N192273510
Loose Alternator Cable
Application for Used Vehicle Working Capital Assistance Program (WCAP)
Updated

Models: 2019 Chevrolet Silverado 1500 (New Model)
2020 Chevrolet Silverado 1500
2019 GMC Sierra 1500 (New Model)
2020 GMC Sierra 1500

To: All General Motors Dealers

On December 13, 2019, GM sent to all GM dealers GlobalConnect Message GCUS-3-1708 regarding safety recall N192273510.

Updated Bulletin N192273510-01 contains an inspection procedure. If vehicles pass the inspection procedure provided in the bulletin, the field action can be closed, and the vehicles can be delivered. **THIS GLOBAL CONNECT MESSAGE IS ONLY APPLICABLE TO VEHICLES THAT FAIL THE INSPECTION OUTLINED IN N192273510-01. PARTS NECESSARY TO PERFORM THE FINAL REPAIRS ARE NOT YET AVAILABLE, THIS BULLETIN WILL BE REVISED WHEN PARTS ARE AVAILABLE.**

Until further instructions are received, the involved vehicles that are in dealers' possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and cannot be delivered to customers, dealer-traded, released to auction, used for demonstration purposes or put to any other use.

This message is to inform dealers who have involved vehicles in their **used vehicle inventory** that they can now apply for the used vehicle Working Capital Assistance Program ("WCAP") for safety recall N192273510.

Before proceeding with the application process described below, dealers must verify vehicle eligibility based on the program terms and guidelines that were provided in GM GlobalConnect Message GCUS-9-7345 dated February 21, 2019. Applications submitted on ineligible vehicles are subject to chargeback of any incentives paid to the dealer under the WCAP. Because compensation and tracking requires visibility into dealers' inventory, dealers must also have agreed to a Dealer Data Share agreement with GM in order to receive any compensation under this program.

To apply for the WCAP for safety recall N192273510, dealers must access the GM Global Warranty Management (GWM) system and submit a “ZSET” warranty transaction using the labor code provided below for each eligible vehicle. This zero-dollar special transaction type is the dealer’s application for compensation and constitutes a representation from the dealer that the vehicle is eligible for WCAP assistance.

Note: Acceptance of the warranty transaction does not ensure vehicle eligibility or guarantee the provision of any assistance as defined by program terms and guidelines.

Labor Code	Description	Labor Time	Trans Code
9800045	Working Capital Assistance for Safety Recall N192273510	N/A	ZSET

To be eligible for the WCAP, a vehicle must be in dealer inventory at the time the related field action bulletin is released. If a vehicle has been delivered, wholesaled or otherwise disposed of prior to release of the bulletin, the vehicle is not eligible for assistance. Additionally, recalled vehicles taken in on trade may be eligible for assistance if the dealer immediately reports the vehicle in used vehicle inventory via its Dealer Management System (DMS) and makes application through the GWM system.

To ensure that GM is receiving daily inventory information, which is necessary to process payments and make eligibility determinations under the WCAP, the dealer’s vehicles must be properly identified in the dealership’s DMS. A daily feed of this information is provided to GM through the Dealer Data Share (DDS) agreement.

Beginning with the 1st quarter of 2019, all WCAP payments will be facilitated through the Global Warranty Management (GWM) system. For each eligible vehicle, a qualifying dealer will submit for WCAP vehicle enrollment with a “ZSET” transaction type and for reimbursement with a “ZFAT” transaction type both through the GWM system. If approved, a WCAP credit for that vehicle will be issued through the GWM system similar to any other warranty credit. WCAP submission instructions and the required labor code will also be provided in the appropriate field action bulletin. Each WCAP transaction being credited will be clearly identified on the dealer’s daily credit memo.

In order to receive payment, a dealer must have timely reported the vehicle in used vehicle inventory, retained the vehicle until the related field action bulletin is released, and properly applied for the WCAP payment. The vehicle must also be otherwise eligible under WCAP rules and guidelines.

GM reserves the right to amend, modify, terminate, or cancel this program at any time in its sole discretion.

END OF MESSAGE
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