

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5263
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 13, 2019

Subject: N192273510 - Upcoming Safety Recall with Inspection
Loose Alternator Cable
Revised Service Procedure and Labor Time

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

This bulletin has been revised to add required steps in the service procedure to incorporate 4 CYL (RPO L3B) and Diesel engine (RPO LM2) vehicles. The warranty table has also been updated. Please discard all previous copies of N192273510.

Please hold warranty claims for the 4 CYL and Diesel vehicles until tomorrow, 12/14/19, to allow for the system update.

The parts needed to complete the required repair are not yet available. However, the attached bulletin provides a functional inspection procedure that, if correctly performed, will allow dealers to identify those vehicles that do not require additional repair. **Involved vehicles that “pass” the inspection** will require no further action and are immediately released from this field action.

Involved vehicles that “fail” the inspection that are in dealers' possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use until further instructions are received. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system has been updated to allow for the immediate submission of a warranty transaction for the inspection. **Important: the labor operation 9104661 should ONLY be submitted if the vehicle PASSES the inspection. If the vehicle fails the inspection, use labor operation 9104662.** When parts become available, the bulletin will be revised to include part information, repair procedure and an additional labor operation.

The inspection procedure can also be performed on involved customer vehicles. If a customer's vehicle passes the inspection, no further action is required. Submit labor operation 9104661 to "close" the recall. If a customer's vehicle fails the inspection, submit labor operation 9104662, and hold the vehicle until revised service parts and the repair procedure are available.

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.

We are working with the supplier to obtain the required parts as quickly as possible. When a sufficient quantity of parts is available, the recall bulletin will be updated, and dealers can begin repairing vehicles that did not pass the initial inspection.

END OF MESSAGE
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