



IMPORTANT SAFETY RECALL

March 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 a defect, which relates to motor vehicle safety, exists in certain 2019 – 2020 model-year Chevrolet Silverado 1500 and GMC Sierra 1500 vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall N192273510.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The B+ battery cable rings in these vehicles may have been contaminated with glue residue at the supplier. During normal vehicle operation, the glue may soften and cause the nut that attaches the B+ battery cable to the alternator to loosen over time, which could lead to an intermittent electrical connection or arcing. An intermittent electrical connection between the B+ battery cable and the alternator could cause the vehicle to stall. The intermittent connection could also lead to arcing, which could generate sufficient heat to damage surrounding material and increase the risk of a fire. If your vehicle experiences this intermittent electrical connection, you may receive a “Service Battery” or “Battery Saver” warning.

What will we do?

Your GM dealer will inspect the vehicle with a black light for the presence of glue or other contamination at the B+ cable attachment to the alternator. If necessary, dealers will clean the connection and reattach the B+ cable connection. If arcing has damaged the cable, nut, or alternator, the dealer will replace the damaged components. 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 or service correction time of up to 5 hours.

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)
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 19V888.

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