

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5310
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 31, 2020

Subject: N192268091 - Noncompliance Recall
Brake System Malfunction Warning
Revised Condition Statement and FAQ with Special Instructions

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

To: All General Motors Dealers

This bulletin is being revised to update the condition statement and remove the customer letter. Please discard all previous copies of bulletin N192268091.

Question and Answer Document (Q&A)

Attached to this message you will find an updated document that addresses the ten most likely questions customers may have regarding this Noncompliance Recall. Please use this information as an aid to confidently answer customer concerns.

Added Special Instructions

Please take note of question 8: What should customers do until recall repairs can be completed? Are there any special instructions?

If the vehicle is functioning normally, until the recall is performed Do NOT remote start the vehicle with your "My Brand" App.

If the customer claims at vehicle start (ignition on) that they see multiple telltale lamps, including brake, antilock brake, electronic stability control warning lamps, and the vehicle's driver information center displays multiple warnings to the driver, including the "Service Brake Assist," "Service ESC," and "Brake System Failure" warnings, they should be advised NOT to drive the vehicle in this condition. This condition can be related to a recent software glitch and new software is available from dealers to remedy this problem. To reset this software fault, the following procedure can be used (this is not a long-term fix for the software, the software fix is available from dealers).

1. Put vehicle in park and turn the ignition to off.
2. Exit vehicle and lock the doors (using the keyfob).
3. Wait 3 minutes.
4. Unlock the doors and start the vehicle using the keyfob or ignition. Do NOT remote start the vehicle with your "My Brand" App.

- Boost assisted brakes should return, the warning lamps and messages should no longer be illuminated except the “Check Engine” light will continue to illuminate with no degradation to the brake system. It will stay illuminated for 3 drive cycles (a drive cycle means you must start the engine).
- If warnings other than the “Check Engine” light remain illuminated after this procedure is complete, the vehicle should NOT be driven. Contact your dealer for assistance.

END OF MESSAGE
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