

# F/CMVSS Noncompliance Recall

## N192268091 Brake System Malfunction Warning



**Release Date:** February 2020

**Revision:** 02

**Revision Description:** This bulletin is being revised to add the customer letter. Please discard all previous copies of bulletin N192268091.

**Attention:** It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 1500 (New Model)	2019	2019		
GMC	Sierra 1500 (New Model)				

Involved vehicles are marked “open” on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	General Motors has decided that certain 2019 model year Chevrolet Silverado 1500 and GMC Sierra 1500 vehicles may fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 126, “Electronic stability control systems for light vehicles” and FMVSS 135, “Light vehicle brake systems.” While receiving service at a GM dealership for an unrelated condition, these vehicles may have received the pre-launch version of the electronic brake control module (EBCM) software intended as the remedy in NHTSA Recall 19V889. This pre-launch EBCM software contains an error. If (i) the vehicle is started remotely using the MyChevrolet or MyGMC mobile app or (ii) the driver enters the vehicle and waits five or more minutes before starting the vehicle using the ignition, this software error can, in rare cases, disable the vehicle’s electronic brake assist and illuminate the ESC, ABS and BRAKE telltales. Bulletin N192268090 involved a software error that could cause the vehicle’s ESC and ABS telltale lamps to fail to illuminate in certain circumstances. If a driver were unaware that ESC and ABS were not functioning, there may be increased risk of a crash.
<b>Correction</b>	Dealers are to reprogram the brake system control module.

### Parts

No parts are required for this repair.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104816*	Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration	0.2	ZFAT	N/A
9104817*	Brake System Control Module Reprogramming with SPS	0.3	ZFAT	N/A

\* Warning: To avoid warranty transaction rejections, carefully read and follow the instructions below:

- The SPS Warranty Claim Code must be accurately entered in the “SPS Warranty Claim Code” field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the “Correction” field on the job card. Dealers must also enter one of the codes in the “SPS Warranty Claim Code” field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS.

### Warranty Claim Code Information Retrieval

If the SPS Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS system as follows:

1. Open TIS on the computer used to program the vehicle.
2. Select and start SPS.
3. Select Settings.

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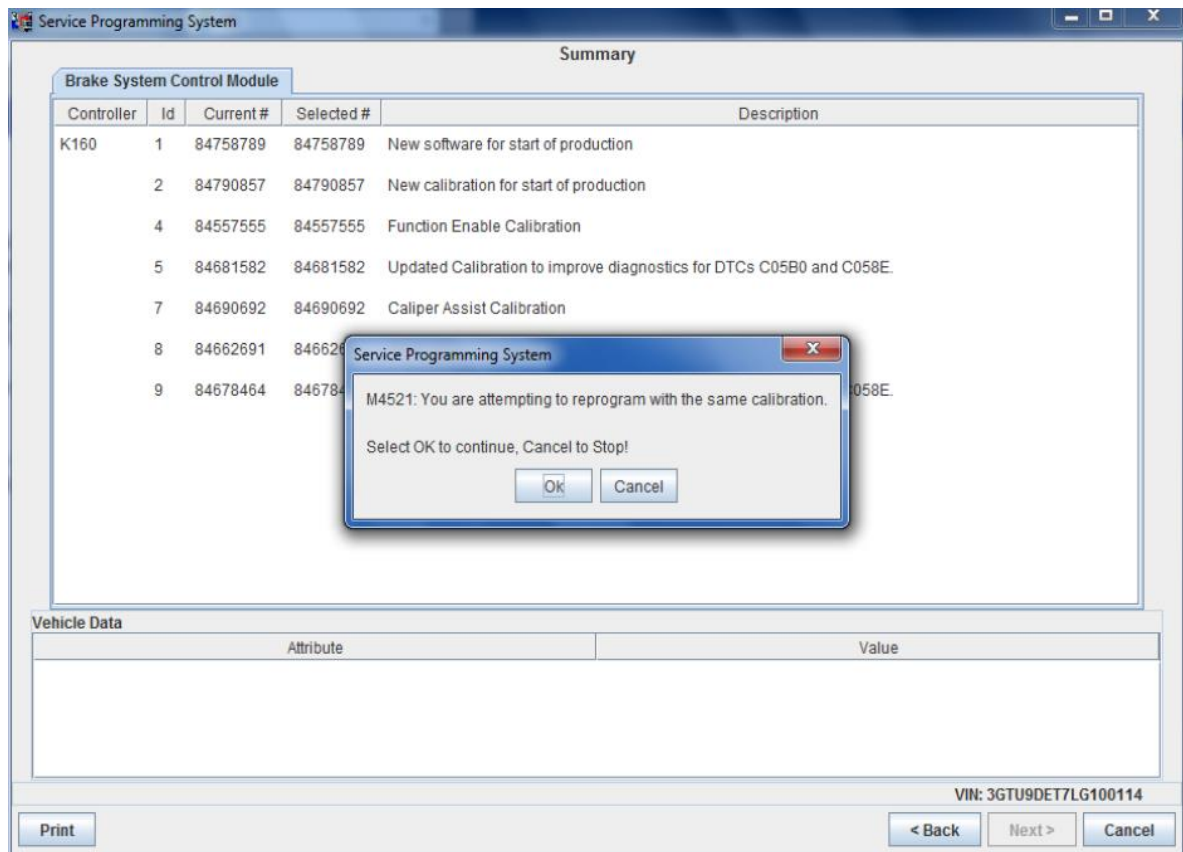
#### 4. Select the Warranty Claim Code tab.

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

#### Service Procedure

**Important:** Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to [www.gmdesolutions.com](http://www.gmdesolutions.com) for further information. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.



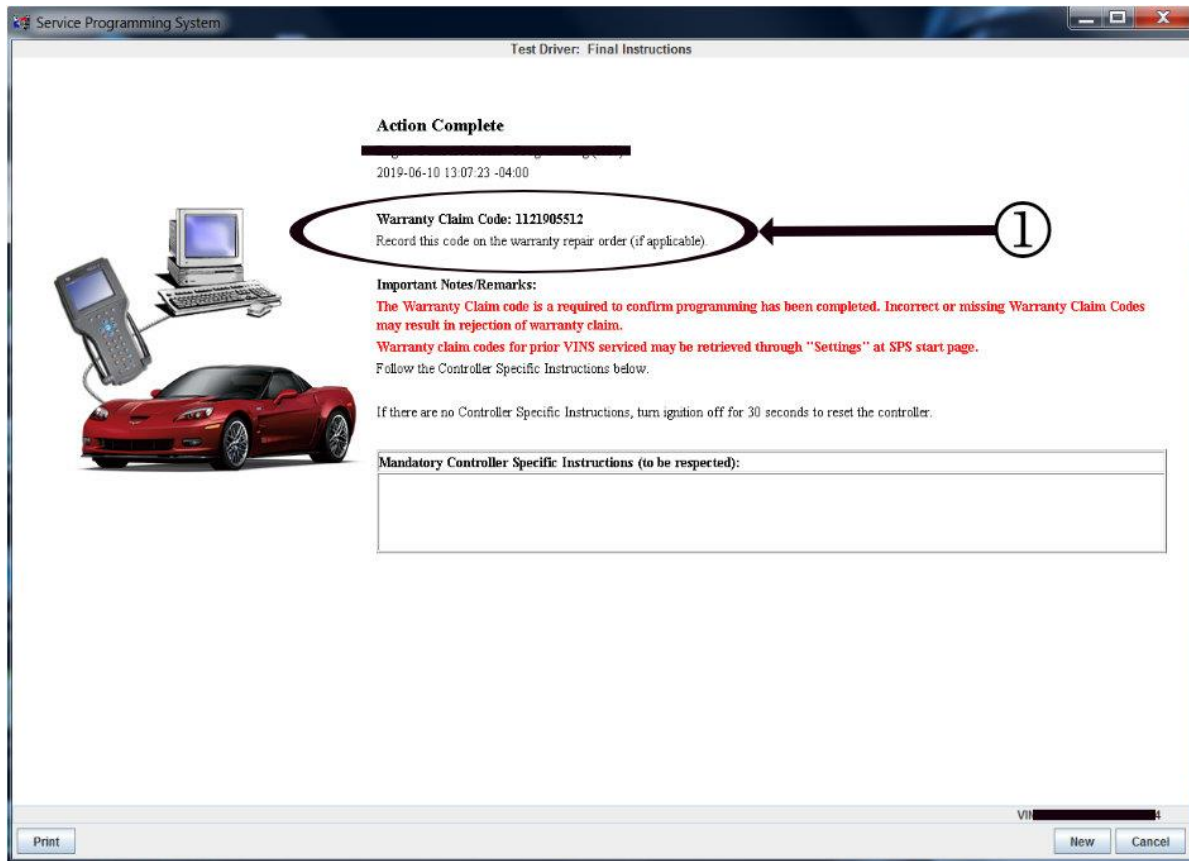
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**Important:** If the Same Calibration/Software Warning is noted on the SPS screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

1. Reprogram the Brake System Control Module. Refer to *K160 Brake System Control Module: Programming and Setup* in SI.

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**Important:** To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the SPS Warranty Claim Code (WCC) screen on the job card. Refer to callout 1 above for the location of the WCC on the SPS screen.

2. Record SPS Warranty Claim Code on job card for warranty transaction submission.

### Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

### Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall **must** be held and inspected/repared per the service procedure of this bulletin **before** customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

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Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

### Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

### Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

### Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle. (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary Technician  
Certification**



# IMPORTANT SAFETY RECALL

February 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 certain vehicles may fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 126, "Electronic stability control systems for light vehicles" and FMVSS 135, "Light vehicle brake systems. As a result, GM is conducting a 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 N192268091.
- Schedule an appointment with your GM dealer. You should schedule a service appointment even if you believe that your vehicle has already received service for this condition. Your vehicle may not have received the correct recall-remedy software.
- **Until your vehicle is repaired, do not use the MyChevrolet app or MyGMC app to remote start your vehicle.**

### Why is your vehicle being recalled?

While receiving service at a GM dealership for an unrelated condition, your vehicle may have received the pre-launch version of the electronic brake control module (EBCM) software intended as the remedy in NHTSA Recall 19V889 (GM Bulletin N192268090). This pre-launch EBCM software contains an error. If (i) you start the vehicle remotely using the MyChevrolet or MyGMC mobile app or (ii) enter the vehicle and wait five or more minutes before starting the vehicle using the ignition, this software error can, in rare cases, disable the vehicle's electronic brake assist and illuminate the ESC, ABS and BRAKE telltales. NHTSA Recall 19V889 (GM Bulletin N192268090) involved a software error that could cause the vehicle's ESC and ABS telltale lamps to fail to illuminate in certain circumstances. If a driver were unaware that ESC and ABS were not functioning, there may be increased risk of a crash.

### What will we do?

Your GM dealer will reprogram the brake system control module. 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 service correction time of approximately 30 minutes.

### What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible. Until your vehicle is repaired, do not use the MyChevrolet app or MyGMC app to remote start your vehicle. If after starting your vehicle, you see multiple warning lights and warning messages in your vehicle's driver information center display, **do not drive your vehicle**. Contact Customer Assistance using the numbers provided below for assistance. Customer Assistance will provide you with a five-minute procedure that will reset the software in your vehicle and permit you to safely drive the vehicle to your dealership for the free recall repair. If the software fault occurs after hours, please call Chevrolet Roadside Assistance (800.243.8971) or GMC Roadside Assistance (888.881.3302).

### 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

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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 20V055.

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

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