

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4970
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 7, 2019

Subject: N192212270 - Noncompliance Recall
Incorrect Odometer Display

Models: 2019 Chevrolet 4500 HD/XD Low Cab Forward (LCF)
2019 Chevrolet 5500 HD/XD Low Cab Forward (LCF)
Equipped with 5.2L Diesel, 4-Cylinder Engine (I1B)

To: All General Motors Dealers

General Motors is releasing Noncompliance Recall N192212270 today. The total number of U.S. vehicles involved is approximately 19. Please see the attached bulletin for details.

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 Noncompliance Recall. Please use this information as an aid to confidently answer customer concerns.

Customer Letter Mailing

The customer letter mailing will be scheduled soon.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated February 7, 2019. A list of involved vehicles is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

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