

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5138
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 12, 2019
Subject: A192261870 – Safety Recall
Lower Control Arm Weld
Models: 2015 – 2018 Chevrolet Trax
To: All General Motors Dealers

General Motors is releasing Safety Recall A192261870 today. The total number of U.S. vehicles involved is approximately 93,407. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery September 12, 2019. Once the service procedure contained in the bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

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.

Parts Availability

For vehicles that require part replacement, please validate your shelf stock prior to ordering. Our records show there is a significant amount of Dealer shelf stock available.

Customer Letter Mailing

Customer letter mailing will be completed in early November.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated September 12, 2019. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS