

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5201  
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 24, 2019

Subject: Stop Delivery Order for Upcoming Safety Recall N192261050

Models: 2014-2018 Chevrolet Silverado  
2014-2018 GMC Sierra  
2015-2020 Chevrolet Suburban  
2015-2020 Chevrolet Tahoe  
2015-2020 GMC Yukon

Equipped with the 5.3 L engine (RPO L83), a 3.08 ratio rear axle (RPO GU4), and 4-wheel drive.

To: All General Motors Dealers

**STOP DELIVERY ORDER**

General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves 2014-2018 model year Chevrolet Silverado and GMC Sierra vehicles, and 2015-2020 Chevrolet Suburban, Tahoe, and GMC Yukon vehicles.

Effective immediately, stop the delivery of certain 2014-2018 model year Chevrolet Silverado and GMC Sierra vehicles, and 2015-2018 Chevrolet Suburban, Tahoe, and GMC Yukon vehicles in new or used vehicle inventory. The GM recall number is N192261050.

**This is a phased launch.**

Software is now available for model year 2019-2020 Chevrolet Suburban, Chevrolet Tahoe, and GMC Yukon vehicles. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

We anticipate software availability for 2014 – 2018 model year Chevrolet Silverado and GMC Sierra 1500 vehicles, and 2015 – 2018 model year Chevrolet Suburban, Chevrolet Tahoe, and GMC Yukon vehicles in the very near future and will revise the bulletin when software is ready.

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 until the defect or noncompliance is remedied.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2014 – 2018 model year Chevrolet Silverado and GMC Sierra 1500 vehicles equipped with four-wheel drive, a 5.3-liter engine, and a 3.08-ratio rear axle, and certain 2015 – 2020 model year Chevrolet Suburban, Chevrolet Tahoe, and GMC Yukon equipped with four-wheel drive, a 5.3-liter engine, and a 3.08-ratio rear axle. If a wheel-speed sensor fails in these vehicles, a software error in the vehicle's electronic-brake control module (EBCM) can cause the vehicle's driveline-protection system to activate when (i) the vehicle's electronic transfer case is set to four-wheel drive or automatic mode, and (ii) the vehicle is driven between the speeds of 41 and 60 MPH. If the

driveline-protection system activates, the driver will experience unintended braking on the wheel on the opposite side of the failed sensor.

To correct this condition, dealers will reprogram the electronic brake control module (EBCM).

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will be updated for this upcoming recall on October 24, 2019. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

A list of involved vehicles that have been identified as being in dealer new vehicle inventory is attached to this message. It is sorted by dealer Business Associate Code (BAC) for easy reference. Your dealership's BAC will not be listed if none of the involved vehicles are currently in your new vehicle inventory. A file identifying involved vehicles in dealer used inventory will be published in GM GlobalConnect, under the Service tab in Field Action Inventory Reports.

#### **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.

Until the recall bulletin is released, the Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will display "N/A" under Release Date and "Incomplete – Remedy not yet available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

When software becomes available for the remaining vehicles, the recall bulletin will be revised and dealers will be notified to begin repairing the remaining vehicles.

#### **Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated October 24, 2019. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until **Friday, October 25, 2019**.

END OF MESSAGE

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