

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5337  
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 20, 2020

Subject: N192273510 02 - Safety Recall  
Loose Alternator Cable  
Revised Parts, Warranty and Service Procedure

Models: 2019 Chevrolet Silverado 1500 (New Model)  
2020 Chevrolet Silverado 1500  
2019 GMC Sierra 1500 (New Model)  
2020 GMC Sierra 1500

To: All General Motors Dealers

This bulletin has been revised to update the parts, warranty and the service procedure sections with the starter solenoid cable replacement for vehicles that fail the initial inspection. Please discard all previous copies of N192273510.

Dealers were notified of this safety recall and the pass or fail functional inspection procedure on December 12, 2019. This bulletin contains an inspection procedure for both dealer inventory and customer vehicles. Vehicles that pass this inspection procedure can be delivered and closed using the "Inspect Only – No Further Action Required" labor code 9104661. It is estimated that very small percentage of the involved vehicles will fail the inspection and require part replacement. For those vehicles that do not pass functional inspection, once the service procedure contained in the revised bulletin has been performed on the vehicle, it can be 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 an updated 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.

**Working Capital Assistance Program (WCAP) Eligibility**

Vehicles which were in dealer inventory at the time of this bulletin release were eligible for WCA. Please refer to the attached bulletin and GlobalConnect Message GCUS-9-7345 for additional information.

**Customer Letter Mailing**

The customer letter mailing will begin on March 4, 2020.

END OF MESSAGE

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