



IMPORTANT SAFETY RECALL

October 2019

<CustomerName>
<CustomerAddress>

This notice applies to your vehicle, **VIN: <VIN>**.

Dear <CustomerName>:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that certain 2019 model year Chevrolet Express and GMC Savana vehicles may fail to conform to S7.3 of Federal Motor Vehicle Safety Standard (FMVSS) 208, Occupant crash protection. 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 recall N192264500.
- Schedule an appointment with your <DIV_DLR> dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

In these vehicles, the seatbelt-unfastened telltale will not illuminate for approximately five seconds after the ignition is moved to the on or start position. There is no impact to the vehicle's seatbelt systems, and the telltale will function normally after the five-second delay. A software change implemented for 2019 model year Chevrolet Express and GMC Savana vehicles contains an error that inhibits the activation of the telltale for five seconds after vehicle startup. During the five-second delay, the telltale will not alert the driver that the driver's seatbelt is unbuckled, increasing the risk of the driver forgetting to buckle the seatbelt and the risk of injury in a crash.

What will we do?

Your <DIV_DLR> dealer will reprogram the instrument panel cluster (IPC). 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 inspection and service correction time of approximately 35 minutes.

What should you do?

You should contact your <DIV_DLR> dealer to arrange a service appointment as soon as possible.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the <VINDivisionName> Customer Assistance Center at <DivCACPhone>.

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, S.E., 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 19V644.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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GM Recall: N192264500