

# Product Safety Recall

## N192261050 Unexpected Pull To One Side



**Release Date:** December 2019

**Revision:** 02

**Revision Description:** This bulletin has been revised to indicate that software is now available for the 2017 Model Year vehicles and to include the WCAP Program for model year 2017 vehicles. Please discard all previous copies of bulletin N192261050.

**Attention:** 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 under a sale or lease until the defect or noncompliance is remedied.

**This is a phased launch.**

**Software is now available for all involved 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.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 1500	2014	2018	L83 GU4	5.3L Engine 3.08 Rear Axle
GMC	Sierra 1500				
Chevrolet	Suburban	2015	2020		
Chevrolet	Tahoe				
GMC	Yukon				

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	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. (Same axle.)
<b>Correction</b>	Dealers will reprogram the electronic brake control module (EBCM).

### Parts

No parts are required for this repair.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104701*	Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration	0.2	ZFAT	N/A
9104702*	Electronic brake control module (EBCM) Reprogramming with SPS	0.3		
9104780	Working Capital Assistance Program Reimbursement (MODEL YEARS 2014-2016, 2018-2020)	N/A		**
9104904	Working Capital Assistance Program Reimbursement (MODEL YEAR 2017 only)			

\* To avoid warranty transaction rejections, carefully read and follow the instructions below:

- The SPS Warranty Claim Code must be accurately entered in the "SPS Warranty Claim Code" field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the

# Product Safety Recall

## N192261050 Unexpected Pull To One Side



“SPS Warranty Claim Code” field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS.

### Warranty Claim Code Information Retrieval

If the SPS Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS system as follows:

1. Open TIS on the computer used to program the vehicle.
2. Select and start SPS.
3. Select Settings.
4. Select the Warranty Claim Code tab.

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

### Working Capital Assistance Program (WCAP) Reimbursement – USED INVENTORY ONLY

**Note: USA Only** - To avoid having to “H” route the WCAP transaction for approval, it must be submitted prior to the repair transaction.

**Important: The WCAP ZSET transaction labor code, 9800040, provided in the dealer message sent on November 08, 2019, must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.**

\*\* **USA Dealers Only** - For vehicles eligible under the Working Capital Assistance Program, the amount should be submitted in Net Item/Miscellaneous. This amount has been calculated to a daily value for the days that the vehicle was in used dealer inventory and not available for sale.

**FOR MODEL YEARS 2014-2016, 2018-2020:** This reimbursement is limited to the number of days from the date of the stop sale/stop delivery order October 24, 2019 to the date the inspection or repair closed the recall bulletin. (not to exceed 25 days).

**For MODEL YEAR 2017:** This reimbursement is limited to the number of days from the date of the stop sale/stop delivery order October 24, 2019 to the date the inspection or repair closed the recall bulletin (not to exceed 50 days).

**Canada Dealers Only** - For Canada, please continue to follow the process outlined in the Used Virtual Coupon Program Dealer message published on **November 08, 2019**. (see GCCA-5-1531).

Vehicle	Working Capital Assistance Reimbursement Amount – USA Only
2014 Chevrolet Silverado 1500	\$10.88
2015 Chevrolet Silverado 1500	\$12.04
2016 Chevrolet Silverado 1500	\$13.25
2017 Chevrolet Silverado 1500	\$14.25
2018 Chevrolet Silverado 1500	\$15.88
2014 GMC Sierra 1500	\$10.75
2015 GMC Sierra 1500	\$12.08
2016 GMC Sierra 1500	\$13.96
2017 GMC Sierra 1500	\$14.79
2018 GMC Sierra 1500	\$16.08
2015 Chevrolet Suburban	\$13.96
2016 Chevrolet Suburban	\$22.29
2017 Chevrolet Suburban	\$23.04
2018 Chevrolet Suburban	\$24.50
2015 Chevrolet Tahoe	\$13.96
2016 Chevrolet Tahoe	\$16.46
2017 Chevrolet Tahoe	\$17.46
2018 Chevrolet Tahoe	\$17.92
2015 GMC Yukon	\$14.50
2016 GMC Yukon	\$17.00

# Product Safety Recall

## N192261050 Unexpected Pull To One Side



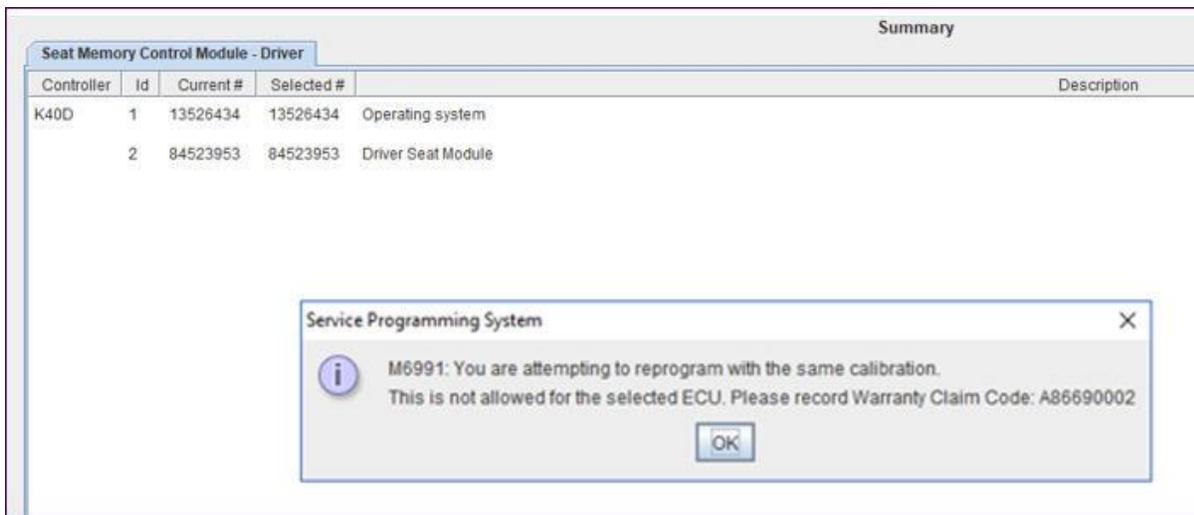
2017 GMC Yukon	\$19.38
2018 GMC Yukon	\$21.88

### Service Procedure

**Caution:** Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

**Note:** Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to [www.gmdesolutions.com](http://www.gmdesolutions.com) for further information. If not available, connect a fully charged 12V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

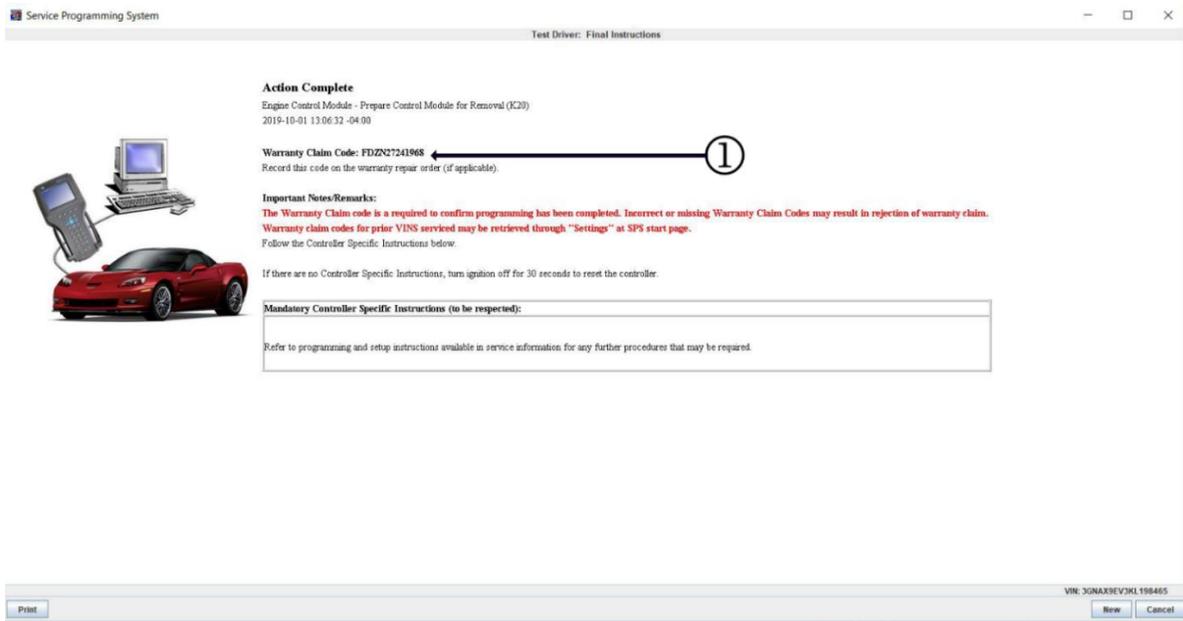


5164840

**Note:** If the Same Calibration/Software Warning is noted on the SPS Summary screen, record the warranty claim code (WCC) and select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

1. Reprogram the Electronic Brake Control Module. Refer to *K17 Electronic Brake Control Module: Programming and Setup* in SI.

# Product Safety Recall N192261050 Unexpected Pull To One Side



**Note:** To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the SPS Warranty Claim Code (WCC) screen on the job card. Refer to callout 1 for the location of the WCC on the SPS screen.

2. Record SPS Warranty Claim Code on job card for warranty transaction submission.
3. CALIFORNIA VEHICLES ONLY: Complete a "Proof of Correction" certificate and provide to the vehicle owner upon recall completion.

## Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

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 under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

## Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

# Product Safety Recall

## N192261050 Unexpected Pull To One Side



In summary, whenever a vehicle subject to this recall enters your vehicle inventory or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

### Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

### Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

### Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle.

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act.

---

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary Technician  
Certification**



# IMPORTANT SAFETY RECALL

November 2019

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

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

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. As a result, GM is conducting a safety 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 safety recall N192261050.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

If a wheel-speed sensor fails in your vehicle, a software error could 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, unintended braking on one wheel can occur, causing the vehicle to pull to one side, increasing the risk of a crash. If a wheel-speed sensor has failed in your vehicle, your vehicle's Electronic Stability Control (ESC) and Anti-Lock Braking System (ABS) malfunction indicator warning lamps will illuminate and the vehicle's driver information center will display a "Service StabiliTrak" message.

### What will we do?

Your GM dealer will reprogram the electronic brake control module (EBCM). 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 time of approximately 25 minutes.

### What should you do?

**The software to fix your vehicle is available.** You should contact your GM dealer to arrange a service appointment as soon as possible. You can also check the status of this recall at: <https://my.gm.com/recalls>.

**Until your vehicle has been serviced, you can avoid the risk of unwanted braking activation by driving in two-wheel drive mode**

### Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

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, SE, Washington, DC 20590, or call the toll-free

# **Product Safety Recall**

## **N192261050 Unexpected Pull To One Side**



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 19V761.

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

Maryann L. Combs  
Vice President  
Global Vehicle Safety

GM Recall: N192261050