

# Product Safety Recall

## N192273510 Loose Alternator Cable



**Release Date:** December 2019

**Revision:** 01

**Revision Description:** This bulletin has been revised to add required steps in the service procedure to incorporate 4 CYL (RPO L3B) and Diesel engine (RPO LM2) vehicles. The warranty table has also been updated. Please discard all previous copies of N192273510.

**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 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. Vehicles that do not pass the inspection must be held and not delivered to customers. This bulletin will be updated when the remedy and required parts become available, at which time those vehicles can be repaired, closed and delivered.

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 (New Model) | 2019       | 2019 |     |             |
|           | Silverado 1500             | 2020       | 2020 |     |             |
| GMC       | Sierra 1500 (New Model)    | 2019       | 2019 |     |             |
|           | Sierra 1500                | 2020       | 2020 |     |             |

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 2019 – 2020 model-year Chevrolet Silverado 1500 and GMC Sierra 1500 vehicles. The B+ battery cable rings in these vehicles may have been contaminated with glue residue at the supplier. During normal vehicle operation, the glue may soften and cause the nut that attaches the B+ battery cable to the alternator to loosen over time, which could lead to an intermittent electrical connection or arcing. During the supplier’s assembly process, excess glue may not have been completely removed from the B+ battery cable rings, resulting in glue contamination that could affect the joint connection between the cable ring and the alternator. An intermittent electrical connection between the B+ battery cable and the alternator could cause the vehicle to stall. The intermittent connection could also lead to arcing, which could generate sufficient heat to damage surrounding material and increase the risk of a fire. |
| <b>Correction</b> | Dealers will inspect the vehicle with a black light for the presence of glue or other contamination at the B+ cable attachment to the alternator. If necessary, dealers will clean the connection and reattach the B+ cable connection. If arcing has damaged the cable, nut, or alternator, the dealer will replace the damaged components.  |

### Parts

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 the inspection, the bulletin will be updated when the remedy and required parts become available, at which time those vehicles can be repaired.

### Warranty Information

| Labor Operation | Description  | Labor Time | Trans. Type | Net Item |
|-----------------|--|------------|-------------|----------|
| 9104661*        | Inspect Generator Cable, Nut and Terminal for Glue Contamination (Includes Cleaning as Required) – <b>No further action required</b><br>ADD: for RPO L3B and RPO LM2 | 0.3<br>-   | ZFAT        | N/A      |
| 9104662         | Failed Inspection – Heat Damage Indicated, <b>Hold Vehicle</b><br>ADD: for RPO L3B and RPO LM2   | 0.3<br>0.4 | ZFAT        | N/A      |

\* Only use for vehicles that pass inspection. Use 9104662 labor code for vehicles that have failed inspection and hold until the bulletin is updated with the remedy and the revised service parts are available.

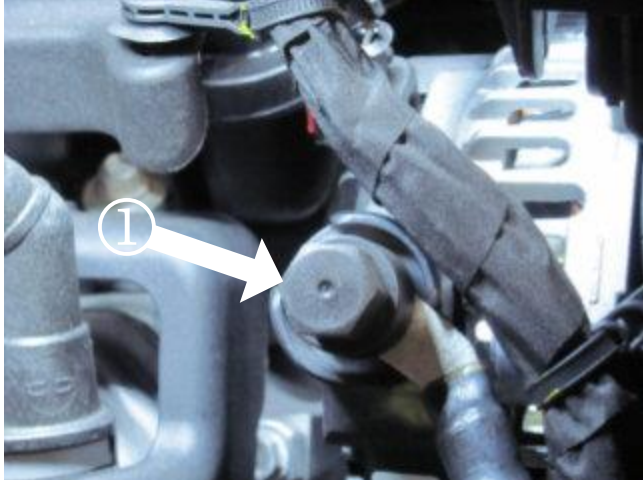
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### Service Procedure for RPO LV3/L82/L84/L87 ONLY

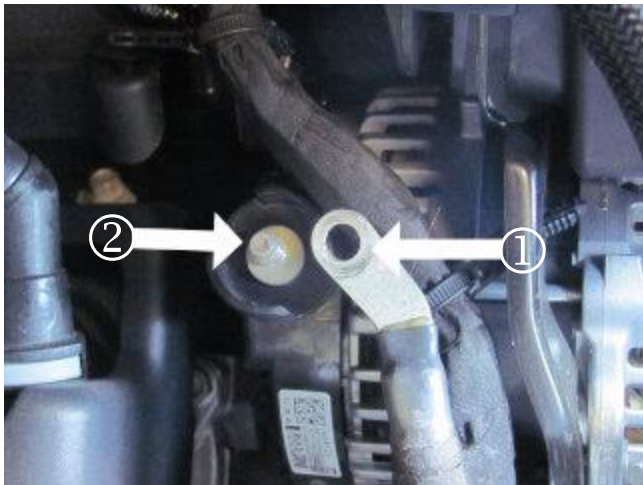
1. Raise the vehicle hood and install fender covers.
2. Disconnect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.



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**Important: Use caution when dis-assembling so that damage to nut does not occur.**

3. Remove the positive starter solenoid cable fastening nut at the generator (1).

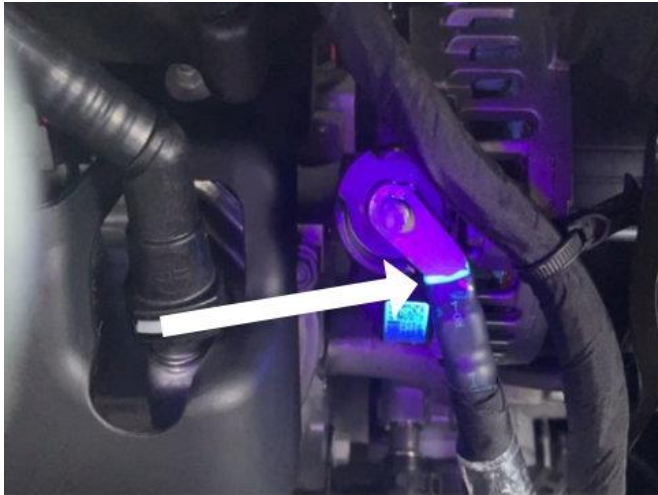


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4. Inspect the cable terminal (1), cable terminal on the generator (2) and attachment nut for any signs of heat damage.
  - If **NO HEAT DAMAGE** is found, proceed to step # 5.
  - If **ANY HEAT DAMAGE IS INDICATED, STOP THE REPAIR**, properly reassemble nut at the generator (Important: use caution when reassembling so that damage to nut does not occur). Service parts are currently NOT available. This vehicle must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use until further instructions are received.

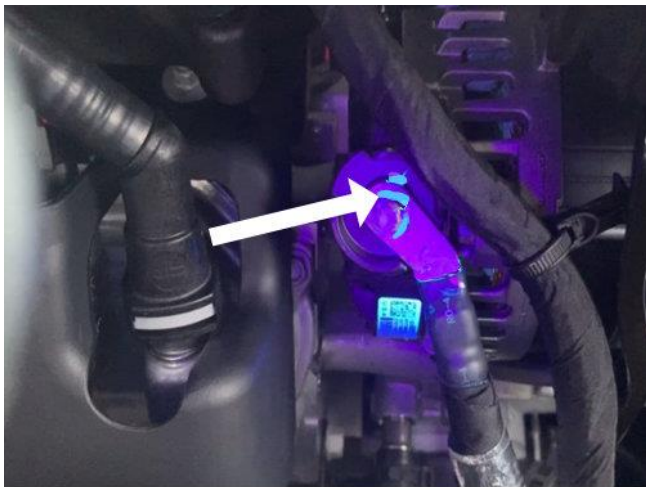
**Important: A small amount of glue is expected to be present around the shrink sleeve. The inspection procedure is for glue contamination on the cable terminal where it mounts to the terminal on the generator. This contamination prevents the fastener from tightening as designed and may loosen with heat and vibration.**

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**Acceptable Glue Coverage Area (Black Light Image)**



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**Unacceptable Glue Contamination (Black Light Image)**



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**Unacceptable Glue Contamination (Daylight Image)**

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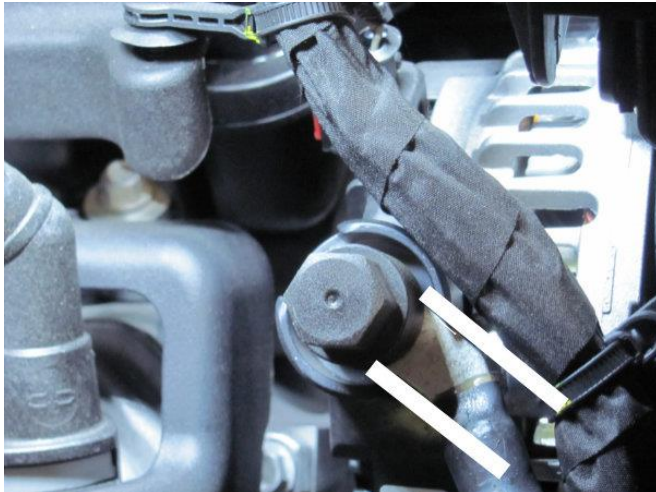
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### Unacceptable Glue Contamination (Daylight Image)

5. Using a high intensity black light kit such as J-28428-E or the equivalent, inspect cable terminal, cable terminal on the generator and attachment nut for any signs of glue contamination. Any glue residue will appear as a blue/purple color under the black light.

**Important:** The cable terminal and terminal on the generator have an anti-corrosion coating. To prevent damage to this coating, **DO NOT** use a metal scraper, abrasive material or chemicals to remove the glue.

6. If any glue contamination is found, use a plastic scraper to remove the glue from the cable terminal, attachment nut and the cable terminal on the generator.



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7. Position the cable terminal onto the generator terminal, ensure the terminal on the cable is aligned with the anti-rotation notch on the insulator. Install the attachment nut hand tight.

**Important:** Use caution when tightening the attachment nut so that damage to nut does not occur.

8. Tighten the attachment nut 15 Nm (11 Lb. ft).
9. Reinstall the battery negative cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.

**Note:** The negative battery cable tightening specification is different for vehicles with/without RPO KL9.

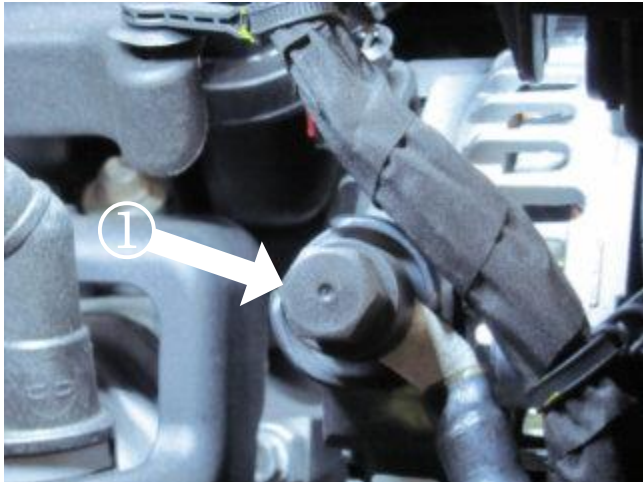
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### Service procedure for RPO L3B and LM2 ONLY

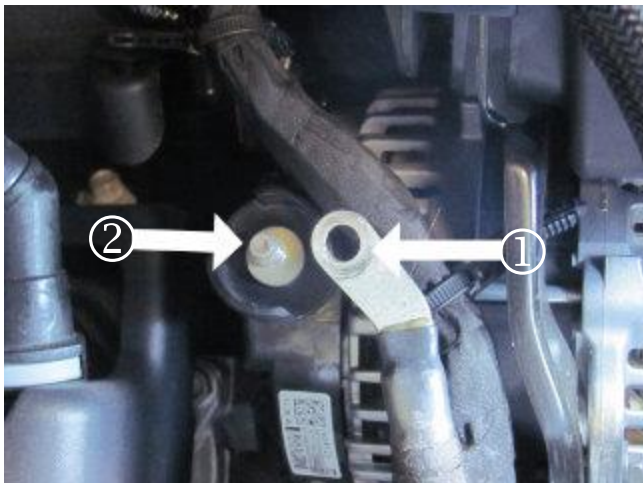
1. Raise the vehicle hood and install fender covers.
2. Disconnect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.
3. Remove the left front wheel. Refer to *Tire and Wheel Removal and Installation* in SI.
4. Remove the left front wheel house liner. Refer to *Front Wheelhouse Liner Replacement* in SI.



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**Important: Use caution when dis-assembling so that damage to nut does not occur.**

5. Remove the positive starter solenoid cable fastening nut at the generator (1).

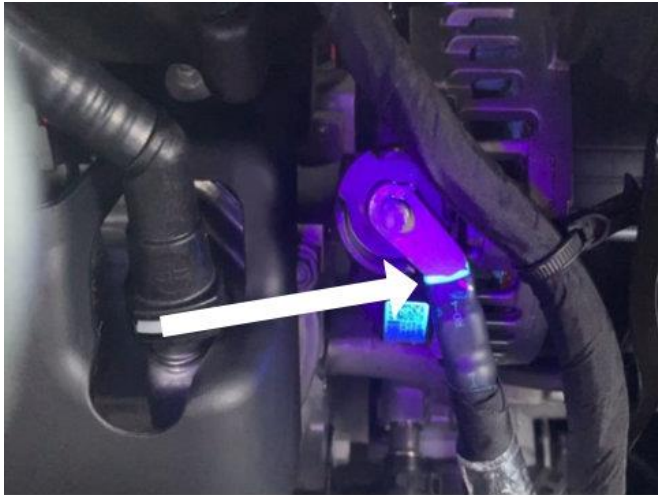


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6. Inspect the cable terminal (1), cable terminal on the generator (2) and attachment nut for any signs of heat damage.
  - If **NO HEAT DAMAGE** is found, proceed to step # 7.
  - If **ANY HEAT DAMAGE IS INDICATED, STOP THE REPAIR**, properly reassemble nut at the generator (Important: use caution when reassembling so that damage to nut does not occur). Service parts are currently NOT available. This vehicle must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use until further instructions are received.

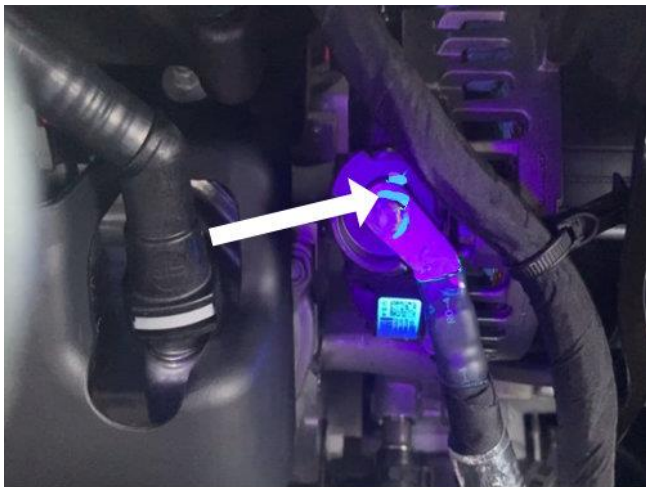
**Important: A small amount of glue is expected to be present around the shrink sleeve. The inspection procedure is for glue contamination on the cable terminal where it mounts to the terminal on the generator. This contamination prevents the fastener from tightening as designed and may loosen with heat and vibration.**

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**Acceptable Glue Coverage Area (Black Light Image)**



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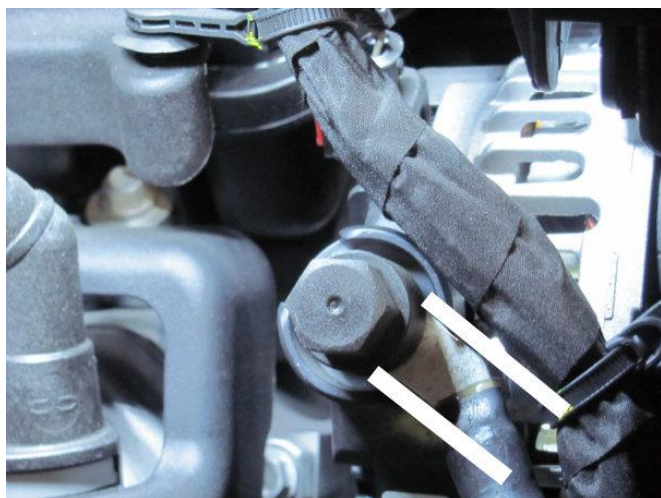
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#### Unacceptable Glue Contamination (Daylight Image)

- Using a high intensity black light kit such as J-28428-E or the equivalent, inspect cable terminal, cable terminal on the generator and attachment nut for any signs of glue contamination. Any glue residue will appear as a blue/purple color under the black light.

**Important:** The cable terminal and terminal on the generator have an anti-corrosion coating. To prevent damage to this coating, **DO NOT** use a metal scraper, abrasive material or chemicals to remove the glue.

- If any glue contamination is found, use a plastic scraper to remove the glue from the cable terminal, attachment nut and the cable terminal on the generator.



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- Position the cable terminal onto the generator terminal, ensure the terminal on the cable is aligned with the anti-rotation notch on the insulator. Install the attachment nut hand tight.

**Important:** Use caution when tightening the attachment nut so that damage to nut does not occur.

- Tighten the attachment nut 15 Nm (11 Lb. ft).
- Reinstall the left front wheel house liner. Refer to *Front Wheelhouse Liner Replacement* in SI.
- Reinstall the left front wheel. Refer to *Tire and Wheel Removal and Installation* in SI.
- Reinstall the battery negative cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.

**Note:** The negative battery cable tightening specification is different for vehicles with/without RPO KL9.

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### 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/repaired 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.

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