

Product Safety Recall

N192273510 Loose Alternator Cable



Release Date: February 2020

Revision: 02

Revision Description: 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.

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.

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.

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 or the vehicles have passed the inspection procedure.

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.

Condition	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.
Correction	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

Quantity	Part Name	Part No.
1	B+ Terminal to Generator Conductive Hex Nut	11549425
1	CABLE ASM-STRTR SOL	84522142
1	CABLE ASM-STRTR SOL	84522141
1	CABLE ASM-STRTR SOL	84430005
1	CABLE ASM-STRTR SOL	84602528
1	CABLE ASM-STRTR SOL	84602527
1	CABLE ASM-STRTR SOL	84434158
1	CABLE ASM-STRTR SOL	84703930
1	GENERATOR ASM	13536551
1	GENERATOR ASM	13534128
1	GENERATOR ASM	13534129

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1	GENERATOR ASM	13532887
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Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCCA). **Parts are currently in limited supply.** All orders may be reviewed prior to being filled. **These parts should not be ordered as shelf stock due to constraint and VIN verification.**

Important: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which part to order as they will be different per vehicles VIN. These parts should not be ordered as shelf stock.

Reminder: Parts may be removed from RIM management. Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104661*	Inspect Generator Cable, Nut and Terminal for Glue Contamination (Includes Cleaning and Nut Replacement as Required) – No further action required ADD: for RPO L3B and RPO LM2	0.3 - - 0.4	ZFAT	N/A
9105000	Replace Starter Solenoid Cable RPO LV3, L82, L84 and L87 (Includes Inspection) ADD: Generator Replacement RPO L82, L84 and L87 ADD: Generator Replacement RPO LV3	0.5 - 2.0 1.7		
	Replace Starter Solenoid Cable RPO L3B (Includes Inspection) ADD: Generator Replacement RPO L3B	2.7 2.4		
	Replace Starter Solenoid Cable RPO LM2 (includes Inspection) ADD: Replace Generator RPO LM2	1.2 4.9		
9105010	Floor Plan Reimbursement – NEW INVENTORY ONLY	N/A	ZFAT	**
9105011	Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY	N/A	ZFAT	***

* Only use for vehicles that pass inspection.

Note: To avoid having to “H” route the floor plan / WCAP transaction for approval, it must be submitted prior to the repair transaction.

Floor Plan Reimbursement – NEW INVENTORY ONLY

** **USA & Canada Only** – For vehicles eligible for floor plan reimbursement, the amount should be submitted in Net Item/Miscellaneous. This amount should represent the product of the vehicle’s average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (December 12, 2019) to the date the repair is completed, and the vehicle is ready for sale (not to exceed 74 days).

Vehicle	Floor Plan Reimbursement Amount	
	USA	Canada
2019 Chevrolet Silverado 1500 (New Model) REG	\$8.44	\$5.18
2019 Chevrolet Silverado 1500 (New Model) EXT	\$8.44	\$6.84
2019 Chevrolet Silverado 1500 (New Model) CRW	\$8.44	\$7.75
2020 Chevrolet Silverado 1500 REG	\$10.48	\$5.39
2020 Chevrolet Silverado 1500 EXT	\$10.48	\$6.74
2020 Chevrolet Silverado 1500 CRW	\$10.48	\$8.19
2019 GMC Sierra 1500 (New Model) REG	\$10.02	\$5.38
2019 GMC Sierra 1500 (New Model) EXT	\$10.02	\$7.04
2019 GMC Sierra 1500 (New Model) CRW	\$10.02	\$7.77
2020 GMC Sierra 1500 REG	\$12.71	\$5.67
2020 GMC Sierra 1500 EXT	\$12.71	\$7.15
2020 GMC Sierra 1500 CRW	\$12.71	\$8.68

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

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

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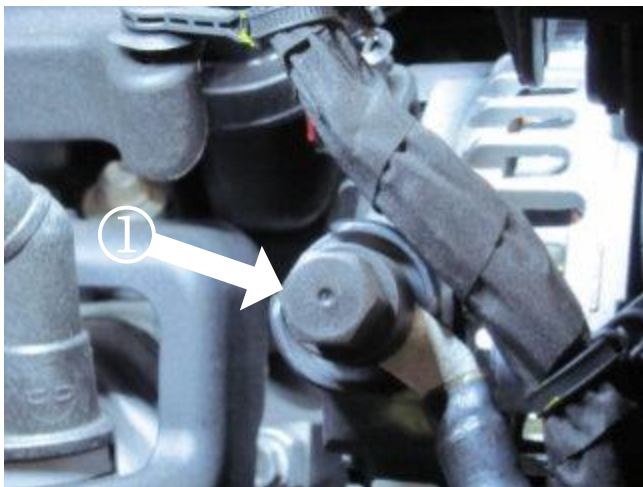
Important: The WCAP ZSET transaction labor code, 9800045, provided in the dealer message sent on December 20, 2019 (US) or January 30, 2020 (Canada), must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.

*** **USA & Canada 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. This reimbursement is limited to the number of days from the date of the stop sale/stop delivery order (December 12, 2019) to the date the inspection or repair closed the recall bulletin (not to exceed 74 days).

Vehicle	Working Capital Assistance Reimbursement Amount	
	USA	Canada
2019 Chevrolet Silverado 1500 (New Model)	\$12.90	\$21.08
2020 Chevrolet Silverado 1500	\$13.61	N/A
2019 GMC Sierra 1500 (New Model)	\$16.85	\$22.02
2020 GMC Sierra 1500	\$17.37	N/A

Inspection and Service Procedure for RPO LV3/L82/L84/L87 ONLY

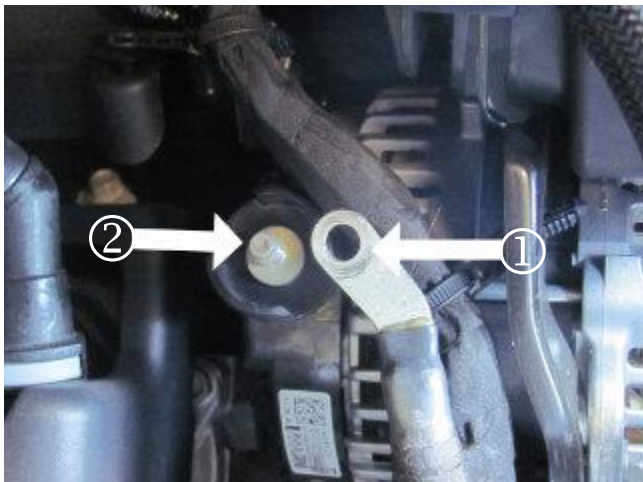
1. Raise the vehicle hood and install fender covers.
2. Disconnect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.



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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.

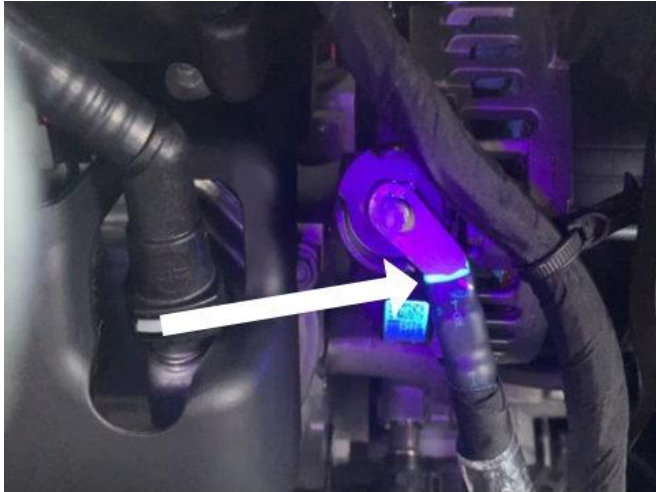
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- If **NO HEAT DAMAGE** is found on the cable terminal, generator terminal or attachment nut, they can be inspected for glue contamination, cleaned and remain in the vehicle. Proceed to step # 5 for glue contamination inspection/removal.
- If **ANY HEAT DAMAGE IS INDICATED**, replace the Battery Positive Cable Nut, Generator and/or Starter Solenoid Cable as required. Refer to *Starter Solenoid Cable Replacement* and *Generator Replacement* in SI.

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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Unacceptable Glue Contamination (Daylight Image)

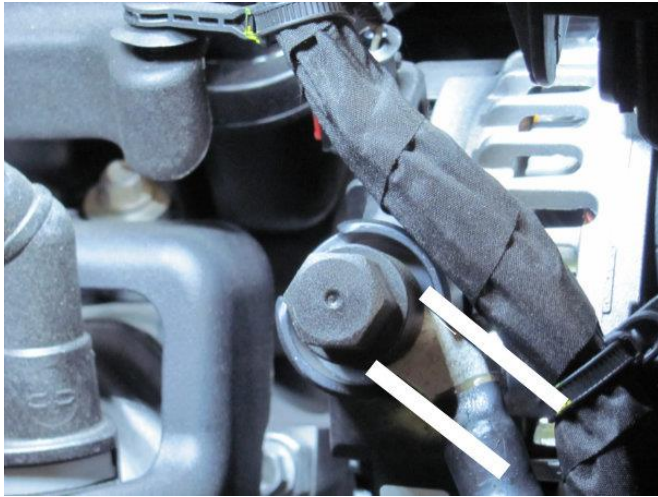
5. Using a high intensity black light kit such as J-28428-E or the equivalent, inspect cable terminal, cable terminal on the generator and attachment nut for any signs of glue contamination. Any glue residue will appear as a blue/purple color under the black light.

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.

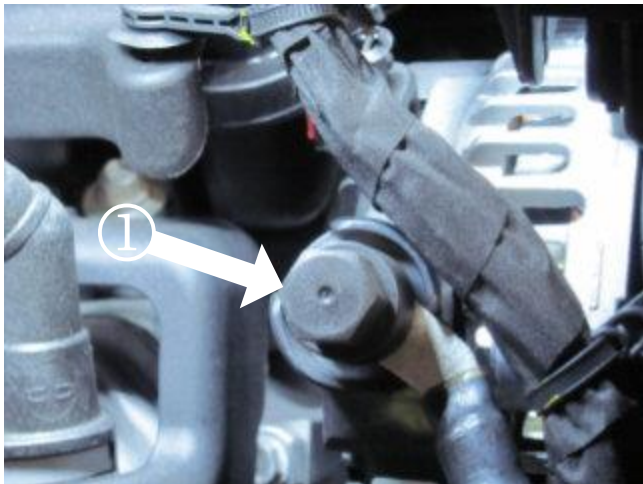
Important: Use caution when tightening the attachment nut so that damage to nut does not occur.

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.

Inspection and 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.



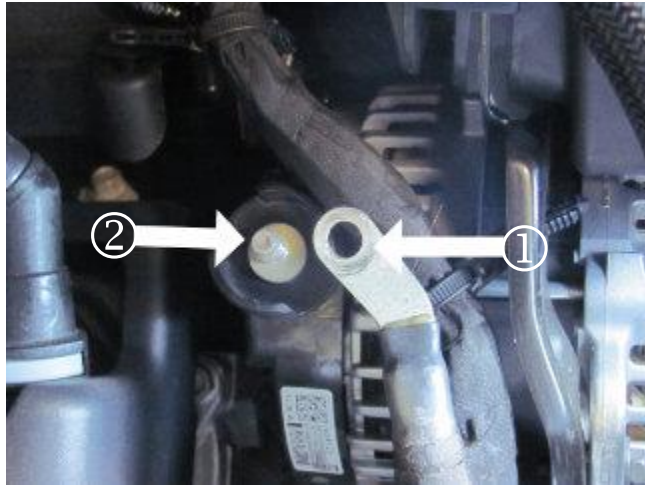
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Important: Use caution when dis-assembling so that damage to nut does not occur.

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

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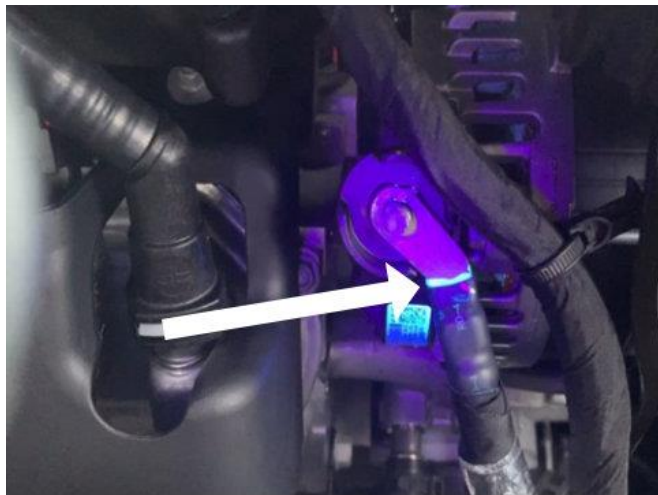
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6. Inspect the cable terminal (1), cable terminal on the generator (2) and attachment nut for any signs of heat damage.
 - If **NO HEAT DAMAGE** is found on the cable terminal, generator terminal or attachment nut, they can be inspected for glue contamination, cleaned and remain in the vehicle. Proceed to step #7 for glue contamination inspection/removal.
 - If **ANY HEAT DAMAGE IS INDICATED**, replace the Battery Positive Cable Nut, Generator and/or Starter Solenoid Cable as required. Refer to *Starter Solenoid Cable Replacement* and *Generator Replacement* in SI.

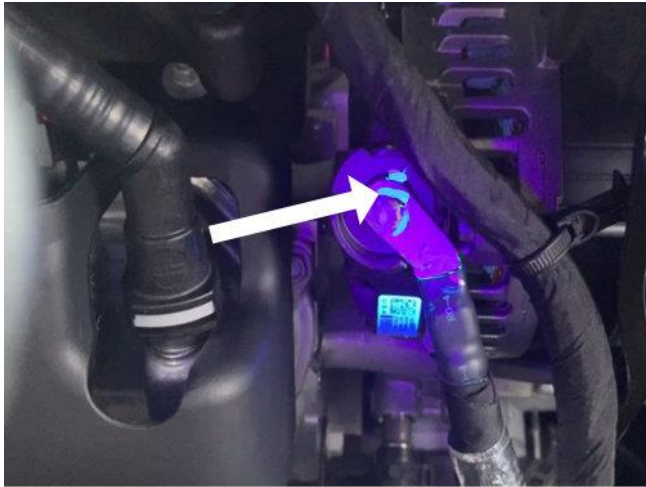
Important: A small amount of glue is expected to be present around the shrink sleeve. The inspection procedure is for glue contamination on the cable terminal where it mounts to the terminal on the generator. This contamination prevents the fastener from tightening as designed and may loosen with heat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

7. 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.

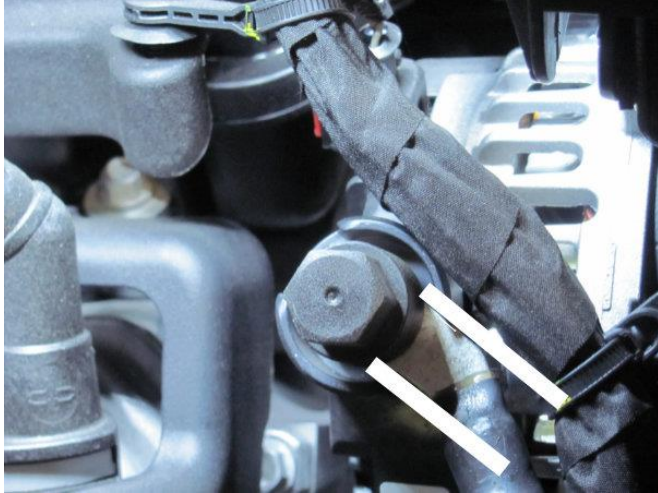
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Important: The cable terminal and terminal on the generator have an anti-corrosion coating. To prevent damage to this coating, **DO NOT** use a metal scraper, abrasive material or chemicals to remove the glue.

8. 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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9. 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.

10. Tighten the attachment nut 15 Nm (11 Lb. ft).
11. Reinstall the left front wheel house liner. Refer to *Front Wheelhouse Liner Replacement* in SI.
12. Reinstall the left front wheel. Refer to *Tire and Wheel Removal and Installation* in SI.
13. 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.

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.

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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. A copy of the customer letter is provided in this bulletin for your use in contacting customers. 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 field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to 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 (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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

March 2020

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 2019 – 2020 model-year Chevrolet Silverado 1500 and GMC Sierra 1500 vehicles. 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 N192273510.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

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. 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. If your vehicle experiences this intermittent electrical connection, you may receive a “Service Battery” or “Battery Saver” warning.

What will we do?

Your GM dealer 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. 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 or service correction time of up to 5 hours.

What should you do?

You should contact your GM 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 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 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 19V888.

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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Maryann L. Combs
Vice President
Global Vehicle Safety

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