



IMPORTANT SAFETY RECALL

December 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 2017 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. 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 recall N192261050.

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 <DIV_DLR> 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 not currently available, but when software is available, your <DIV_DLR> dealer will reprogram your electronic brake control module (EBCM).

We are working as quickly as possible to develop the necessary software to repair your vehicle. When software is available, we will send you another letter asking you to take your vehicle to your <DIV_DLR> dealer to have your vehicle serviced. 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 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 Combs
Vice President
Global Vehicle Safety

GM Recall N192261050