

Representative Letter – Customer letters are brand, model and model year specific; listing the 17-digit VIN and are personalized.



IMPORTANT SAFETY RECALL

February 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 certain 2019 model year Chevrolet Silverado 1500 and GMC Sierra 1500 vehicles may fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 126, “Electronic stability control systems for light vehicles” and FMVSS 135, “Light vehicle brake systems. 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 N192268091.
- Schedule an appointment with your GM dealer. You should schedule a service appointment even if you believe that your vehicle has already received service for this condition. Your vehicle may not have received the correct recall-remedy software.
- **Until your vehicle is repaired, do not use the MyChevrolet app or MyGMC app to remote start your vehicle.**

Why is your vehicle being recalled?

While receiving service at a GM dealership for an unrelated condition, your vehicle may have received the pre-launch version of the electronic brake control module (EBCM) software intended as the remedy in NHTSA Recall 19V889 (GM Bulletin N192268090). This pre-launch EBCM software contains an error. If (i) you start the vehicle remotely using the MyChevrolet or MyGMC mobile app or (ii) enter the vehicle and wait five or more minutes before starting the vehicle using the ignition, this software error can, in rare cases, disable the vehicle’s electronic brake assist and illuminate the ESC, ABS and BRAKE telltales. NHTSA Recall 19V889 (GM Bulletin N192268090) involved a software error that could cause the vehicle’s ESC and ABS telltale lamps to fail to illuminate in certain circumstances. If a driver were unaware that ESC and ABS were not functioning, there may be increased risk of a crash.

What will we do?

Your GM dealer will reprogram the brake system control module. 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 service correction time of approximately 30 minutes.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible. Until your vehicle is repaired, do not use the MyChevrolet app or MyGMC app to remote start your vehicle. If after starting your vehicle, you see multiple warning lights and warning messages in your vehicle's driver information center display, **do not drive your vehicle**. Contact GM Customer Assistance using the numbers provided below for assistance. GM Customer Assistance will provide you with a five-minute procedure that will reset the software in your vehicle and permit you to safely drive the vehicle to your dealership for the free recall repair. If the software fault occurs after hours, please call Chevrolet Roadside Assistance (800.243.8971) or GMC Roadside Assistance (888.881.3302).

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 20V055.

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: N192268091