

Product Safety Recall

N202294420 Brake Caliper Bolt Strength



Release Date: February 2020

Revision: 00

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.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 1500	2020	2020		
GMC	Sierra 1500				

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 2020 model-year Chevrolet Silverado 1500 and GMC Sierra 1500 vehicles. Certain bolts used to attach the front and/or rear brake calipers in these vehicles may not have been heat treated by the supplier. Bolts that are not heat treated may not meet GM specifications for strength or hardness and could break under load.
Correction	Dealers will replace the brake caliper bolts.

Parts

Quantity	Part Name	Part No.
8	Caliper Bracket Bolt*	11546469

Parts Pre-Ship Information – For USA & Canada Only

Important: An initial supply part 11546469 required to complete this recall will be pre-shipped to involved dealers of record. This pre-shipment is scheduled to take place the week of February 24, 2020 and conclude the week of March 2, 2020, and will be approximately 100% of each dealer’s involved vehicles. Pre-shipped parts will be charged to dealer’s open parts account.

All orders placed prior to and during the pre-ship and will be cancelled. Additional parts, if required, are to be obtained from GMCC&A, when ordering opens. Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency, parts should be ordered on a CSO = Customer Special Order.

* These replacement fasteners can be used as received. To optimize labor time for this campaign, the fasteners have been specifically ordered, shipped, and packaged for this repair to ensure the pre-applied fastener adhesive is within shelf-life expectancies upon receipt by dealer, which alleviates the need to remove the pre-applied adhesive and apply liquid adhesive.

Reminder: Parts may be removed from Retail Inventory Management (RIM). 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
9105015	Replace Brake Caliper Bracket Bolts	0.7	ZFAT	N/A

Service Procedure

- Lift the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
- Remove the wheels. Refer to *Tire and Wheel Removal and Installation (Aluminum Wheel)* or *Tire and Wheel Removal and Installation (Steel Wheel)* in SI.
- Replace all 8 caliper bracket bolts on the vehicle.
 - Remove, replace, and retorque each bolt individually before proceeding to the next bolt. Do not loosen both bolts on a caliper at once.
 - Torque the front caliper bolts to:
 - First Pass: **50 N-m (37 lb ft)**

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- Final Pass: **30-45 degrees**
 - Torque the rear caliper bolts to:
 - First Pass: **160 N-m (118 lb ft)**
4. Reinstall the wheels. Refer to *Tire and Wheel Removal and Installation (Aluminum Wheel)* or *Tire and Wheel Removal and Installation (Steel Wheel)* in SI.
 5. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

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.

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.

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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**