

Customer Satisfaction Program

18295 Rear Bumper Incorrectly Released with Backup Sensor



Reference Number: N182183570

Release Date: September 2018

Revision: 00

Attention: This program is in effect until October 31, 2020.

Make	Model	Model Year		RPO	Description
		From	To		
GMC	Sierra	2019	2019		

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	Certain 2019 model year GMC Sierra vehicles may have been built with an incorrect rear bumper. These vehicles will have the rear park assist sensors installed, but do not have the park assist option, so the sensors will not be operational.
Correction	Replace rear bumper impact bar.

Parts

Quantity	Part Name	Part No.
1	Bar - Rear Bumper Impact	23285673

Parts Pre-Ship Information – For US & Canada

Important: The parts needed to repair 100% of the involved vehicles were pre-shipped, by GMCCA the week of September 17th, to the assigned dealers. The subject part number is 23285673. Pre-shipped parts will be charged to dealer's open parts account.

Due to limited parts availability, the small number of vehicles involved and the targeted pre-shipment of parts, there should be no reason for dealers to order additional parts for this program.

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
9104103	Rear Bumper Impact Bar Replacement (Includes Paint labor and Mix/Clean time)	5.5	ZFAT	*

* The amount identified in "Net Item Miscellaneous" should represent the actual sum total of the current GMCCA Dealer net price for paint and material allowance (GM) needed to perform the required repairs, not to exceed \$108.11 USD, \$139.46 CAD, plus applicable Mark-Up or Landed Cost (for Export).

NOTE: The rear bumper impact bar that is removed from the vehicle in this repair procedure does not need to be returned to GM. Please refer to section 4.2 - Disposition of Defective Material in the policies and procedures agreement for proper disposal of the removed component.

Service Procedure

Replace the rear bumper impact bar. Refer to *Rear Bumper Impact Bar Replacement* in SI.

Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program 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 program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through October 31, 2020. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by

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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. Program 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 program enters your vehicle inventory, or is in your facility for service through October 31, 2020, you must take the steps necessary to be sure the program 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 program 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 program.

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 program on their vehicle (see copy of customer letter included with this bulletin).

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**

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October 2018

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2019 model year GMC Sierra may have been built with an incorrect rear bumper. These vehicles will have the rear park assist sensors installed, but do not have the park assist option, so the sensors will not be operational.

Your satisfaction with your Sierra is very important to us, so we are announcing a program to fix it.

What We Will Do: Your GM dealer will replace the rear bumper impact bar. This service will be performed for you at **no charge until October 31, 2020**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date. You may also want to ask your dealer how long they will need to have your vehicle, so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock.

If you have any 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)
GMC	1-800-462-8782	1-800-889-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GMC Sierra provides you many miles of enjoyable driving.

Neelie O'Connor
Executive Director
North America Contact Center Operations

18295

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4853
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 20, 2018

Subject: 18295 - Customer Satisfaction Program
Rear Bumper Incorrectly Released with Backup Sensor

Models: 2019 GMC Sierra

To: Select GMC Dealers with Involved Vehicles Assigned

Attention: Service and Parts Director, Service Manager, Parts Manager and
Warranty Administrator

General Motors is releasing Customer Satisfaction Program 18295 today. There are only 7 U.S. vehicles involved and your dealership has been assigned one or more of these vehicles. Please see the attached bulletin for program details.

The parts needed to repair 100% of the involved vehicles were pre-shipped, by GMCCA the week of September 17th, to the assigned dealers. The subject part number is 23285673. Pre-shipped parts will be charged to dealer's open parts account.

Due to limited parts availability, the small number of vehicles involved and the targeted pre-shipment of parts, there should be no reason for dealers to order additional parts for this program.

Customer Letter Mailing

The customer letter mailing will begin mid-October 2018.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated September 20, 2018. A list of involved vehicles is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS