

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4993
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 08, 2019

Subject: N192212090 - Service Update
Rear Bumper Corrosion

Models: 2019 Chevrolet Silverado 1500 (New Model)
2019 GMC Sierra 1500 (New Model)

To: All General Motors Dealers

General Motors is releasing Service Update N192212090 today. The total number of U.S. vehicles involved is approximately 32,255. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated March 08, 2019. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Service Update

N192212090 Rear Bumper Corrosion



Release Date: March 2019

Revision: 00

Attention: This service update involves vehicles in dealer inventory only and will expire March 31, 2020.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 1500 (New Model)	2019	2019		
GMC	Sierra 1500 (New Model)				

This service update should be performed on vehicles in dealer inventory only. 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 Chevrolet Silverado and GMC Sierra 1500 (New Model) vehicles may have rear bumper flanges that were manually bent after chrome plating. This bending could cause micro-cracking of the chrome plating and ultimately result in red rust forming on the base steel bumper.
Correction	Dealers are to inspect for rust with step pad in place and apply wax if no rust is present. If rust is present with step pad in place, replace the chrome bumper.

Parts

IMPORTANT: One can of Cavity Pro Wax will service approximately 150 vehicles. There is a limited supply of this product, order one can per dealer. This material will be shipped to the dealer free of charge.

Quantity	Part Name	Part No.
1	Bar-Rear Bumper Impact	84564755
1	Bar-Rear Bumper Impact	84564756
1	Bar-Rear Bumper Impact	84564757
1	Bar-Rear Bumper Impact	84564758
As Required	SWT Cavity Pro 300 Wax	NPN*

* Contact www.waxbulletin.com to order **one** container of the product used in this procedure. If additional material ordering support is required, please call 586-530-5591. **Do not order from GMCCA.**

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which rear bumper impact bar to order.

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
9104331	Install Corrosion Preventative Material	0.7	ZFAT	N/A
9104332	Replace Rear Bumper ADD: Replace Rear Park Assist Brackets as Required, Includes Paint to Match, Mix and Clean	1.7 0.9	ZFAT	GC*

* Use material allowance code GC.

Service Update

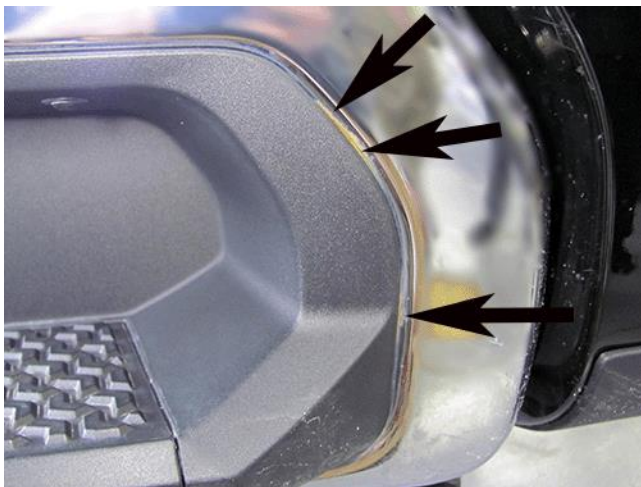
N192212090 Rear Bumper Corrosion



Service Procedure



1. If required, use a damp towel to clean the left and right bumper ends. Ensure the area around the step pocket is clean and dry.
2. Inspect the areas around the left and right step pockets for any sign of rust.



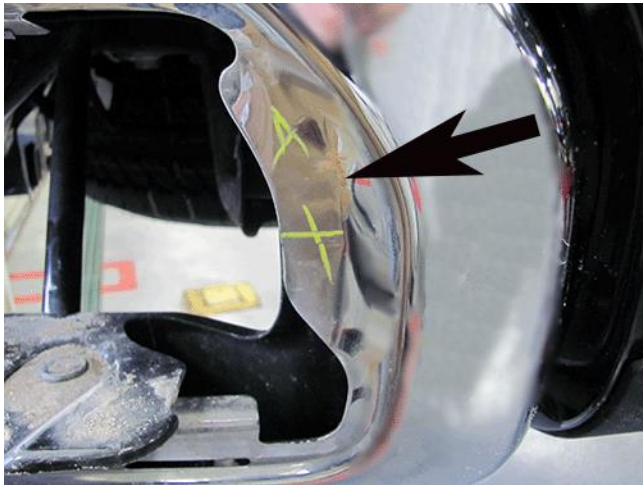
- If any rust is seen, replace the rear bumper impact bar. Refer to *Rear Bumper Impact Bar Replacement* in SI.
- If no rust is seen, proceed to step #3.

NOTE: Ensure the bumper surface is at or near room temperature, 32-120 deg. F (0-49 deg. C) before proceeding with step #3.

3. Remove the left and right rear bumper step pads. Refer to *Rear Bumper Step Pad Replacement* in SI.

Service Update

N192212090 Rear Bumper Corrosion



5246999

4. If any rust is found on the rear bumper impact bar under the step pad assembly, use warm water and car wash detergent to remove the rust. Rinse thoroughly and dry.



5246975

5. Using a bristle type paint brush, apply one even coat of the wax on the left and right side of the rear bumper as shown.



5247009

6. Reinstall the left and right step pads. Refer to *Rear Bumper Step Pad Replacement* in SI.

Service Update N192212090 Rear Bumper Corrosion



5247016

- Using a clean dry paper towel, remove the excess wax that shows on the exposed chrome areas of the bumper. Do not use any cleaners or solvents. Repeat this step until the wax is no longer visible.

NOTE: There may be a small amount of residual wax directly around the edge of the step pad, this is acceptable. Do not attempt to remove any of the wax from under the step pad.

Dealer Responsibility

Dealers must take the steps necessary to ensure that the service update correction has been made to all involved vehicles in dealer inventory before selling or dealer-trading the vehicle, but no later than March 31, 2020.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin must be held and inspected/repaired 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.

