

# Customer Satisfaction Program

## N192211090 Incorrect Winter Grille Cover



Release Date: March 2019

Revision: 00

**Attention:** This program is in effect until April 30, 2021.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 2500/3500	2019	2019	TC7	Body Color Grille
				V10	Cold Weather Provision Options

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.

<b>Condition</b>	Certain 2019 model year Chevrolet Silverado 2500/3500 vehicles equipped with Body Color Grille (RPO TC7) and Cold Weather Provision Options (RPO V10), may have a condition in which customers are unable to install the winter grille cover due to incorrect clip orientation and position. The grille cover is used to increase under hood temperatures, and improve HVAC performance in cold temperatures. In cold conditions, the interior cabin heating may take longer than expected.
<b>Correction</b>	Dealers are to replace the winter grille cover.

### Parts

Quantity	Part Name	Part No.
1	Cover Pkg-Frt Grl Opg	23290141

**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.

### Open Dealer Ordering (no restriction)

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order. A quantity limiter may be in effect.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104342	Replace Front Grille Cover	0.2	ZFAT	N/A

### Service Procedure

1. Remove and discard the front grille cover package from the rear of the vehicle.
2. Replace the front grille cover package to the rear of the vehicle.

### 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 April 30, 2021. 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 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.

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In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through April 30, 2021, 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. 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).

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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**

# Customer Satisfaction Program

## N192211090 Incorrect Winter Grille Cover



April 2019

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

We have learned that your 2019 model year Chevrolet Silverado may have a condition in which the winter grille cover cannot be installed due to incorrect clip orientation and position. The grille cover is used to increase under hood temperatures, and improve HVAC performance in cold temperatures. In cold conditions, the interior cabin heating may take longer than expected.

Your satisfaction with your Silverado is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

**What We Will Do:** Your GM dealer will replace the winter grille cover. This service will be performed for you at **no charge until April 30, 2021**. 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.

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)
Chevrolet	1-800-222-1020	1-800-833-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We truly appreciate you taking the time to remedy your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Chevrolet Silverado provides you many miles of enjoyable driving.

Neelie O'Connor  
Executive Director  
North America Contact Center Operations

N192211090

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5001  
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 20, 2019

Subject: N192211090 - Customer Satisfaction Program  
Incorrect Winter Grille Cover

Models: 2019 Chevrolet Silverado 2500/3500  
Equipped with Body Color Grille (RPO TC7) and Cold Weather  
Provision Options (RPO V10)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction N192211090 today. The total number of U.S. vehicles involved is 1,913. Please see the attached bulletin for details.

**Customer Letter Mailing** The customer letter mailing will begin on April 3, 2019.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated March 20, 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