

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5101  
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 29, 2019

Subject: N192263740 - Customer Satisfaction Program  
Loose Fuse Box Bolt – US Only

Models: 2018-2019 Chevrolet Low Cab Forward 3500/4500/6500XD MD

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction N192263740 today. The total number of U.S. vehicles involved is approximately 445. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin August 12, 2019.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated July 29, 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

# Customer Satisfaction Program

## N192263740 Loose Fuse Box Bolt – US Only



Release Date: July 2019

Revision: 00

**Attention:** This program is in effect until August 31, 2021.  
ONLY Chevrolet Medium Duty dealers can complete this recall repair.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Low Cab Forward 3500/4500/6500XD MD	2018	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.

<b>Condition</b>	Certain 2018-2019 model year Chevrolet Low Cab Forward 3500/4500/6500XD medium duty vehicles, may have a loose fuse box power supply bolt due to insufficient torque which could disrupt electrical power to the vehicle.
<b>Correction</b>	Dealers are to inspect the fuse box bolt to determine if the bolt is loose and if necessary, trim the harness insulation and torque the fuse box bolt.

### Parts

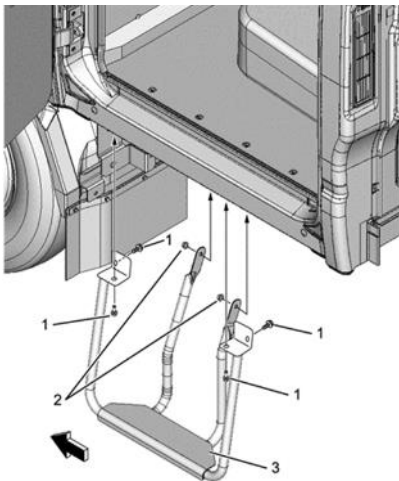
No parts are required for this repair.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104577	Fuse Box Bolt Inspection (Includes necessary time to trim harness insulation) ADD: For Crew Cab Vehicles	0.5 - 0.3	ZFAT	N/A

### Service Procedure

- Place the vehicle in park, apply the parking brake, and remove the key from the Engine Control Switch.
- Disconnect the negative battery cable.



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- (1) Bolt
- (2) Nut
- (3) Rear Step

- If equipped, remove the driver side rear step. See picture above. Refer to *Step Replacement* in SI. If not proceed to the next step.

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4. Remove the fuse box lid to expose the relays and fuses. See picture above.



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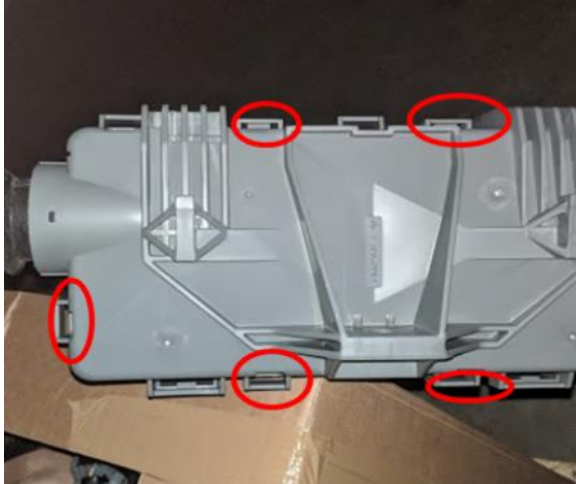
5. Remove the three (3) 12mm fuse box mounting bolts and set these aside for later use. See picture above.



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6. Flip the fuse box over and remove the lower cover using a flat blade screwdriver to release the five (5) locking tabs. Set lower cover to the side for later use. See pictures above.



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# Customer Satisfaction Program

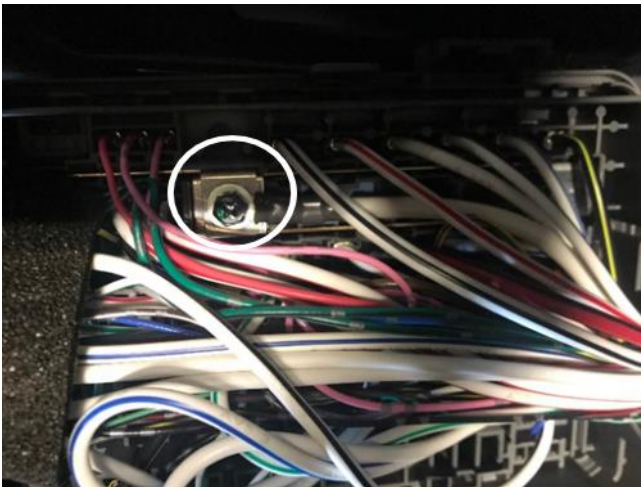
## N192263740 Loose Fuse Box Bolt– US Only



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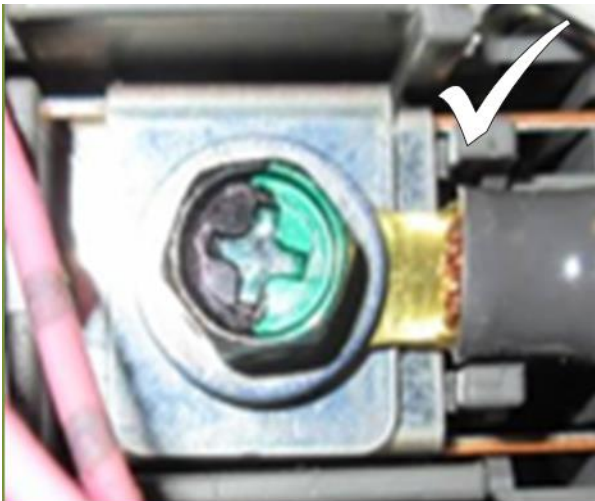
7. Remove the inner cover by removing PVC tape, pulling the grommet off the end of the fuse box halves and using the same process to release the locking tabs as in Step 4. Set cover to the side. See pictures above.

**Important:** Use no tools for initial inspection in step 8.

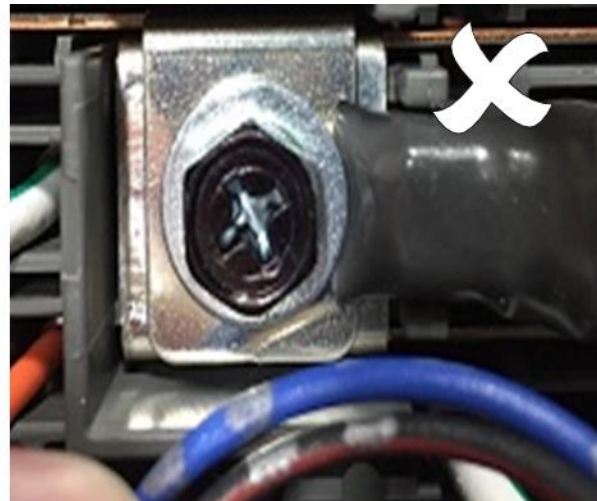


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8. Using no tools, check the power supply terminal bolt with your fingers only for looseness. See picture above. Document if the bolt is able to be loosened with your fingers on the repair order.



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9. Inspect the wire terminal insulation for excess insulation. See picture above.



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- If the insulation is not ok, proceed to step 10.
  - If the insulation is ok, proceed to step 11.
10. Remove the terminal bolt and lift the terminal away from the fuse box. Using a razor blade, carefully trim away any excess insulation as necessary. Then reinstall the bolt.
  11. Torque the power supply terminal bolt to 3.4 Nm (30.1 lb in.).
  12. Install the white inner fuse box cover.
  13. Install the rubber grommet and tape as necessary.
  14. Install the fuse box lower cover.
  15. Mount the fuse box onto the vehicle using the three 12mm bolts removed from step 5 and torque to 7.1 Nm (5.3 lb ft.).
  16. Install the fuse box cover.
  17. Install the driver side rear step if equipped. Torque to 18 Nm (13 lb ft.). See picture above. Refer to Step Replacement in SI.
  18. Install the negative battery cable. Torque to 6 Nm (53 lb in.).

### 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/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.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through August 31, 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.

In summary, whenever a vehicle subject to this program enters your vehicle inventory or is in your facility for service through August 31, 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 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.

### Customer Notification

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**

# Customer Satisfaction Program

## N192263740 Loose Fuse Box Bolt– US Only



August 2019

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

Dear General Motors Customer:

We have learned that your 2018-2019 model year Chevrolet Low Cab Forward 3500/4500/6500XD medium duty vehicle, may have a loose fuse box power supply bolt due to insufficient torque which could disrupt electrical power to the vehicle.

Your satisfaction with your Low Cab Forward 3500/4500/6500XD medium duty 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 inspect the fuse box bolt to determine if the bolt is loose and if necessary, trim the harness insulation and torque the fuse box bolt. This service will be performed for you at **no charge until August 31, 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.

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)
Puerto Rico – English	1-800-496-9994	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	
GM Medium Duty Truck	1-800-862-4389	

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 GM vehicle provides you many miles of enjoyable driving.

Neelie O'Connor  
Executive Director  
North America Contact Center Operations

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