GLOBAL SAFETY FIELD INVESTIGATIONS DCS5066 URGENT - DISTRIBUTE IMMEDIATELY

Date: June 10, 2019

Subject: N192210560 - Service Update

Engine Calibration Torque Model Not Accurate

Models: 2019 Chevrolet Silverado 1500 (New Model)

2019-2020 GMC Sierra 1500 (New Model)

Equipped with Engine-Gas, 8 CYL, V8, 6.2L/Transmission-Auto 10

SPD (RPO L87/MQB)

To: All General Motors Dealers

General Motors is releasing Service Update N192210560 today. The total number of U.S. vehicles involved is approximately 50,652. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated June 11, 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

N192210560 Engine Calibration Torque Model Not Accurate



Release Date: June 2019 Revision: 00

Attention: This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

| | | Model Year | | | |
|-----------|----------------------------|------------|------|---------|------------------------------|
| Make | Model | From | То | RPO | Description |
| Chevrolet | Silverado 1500 (New Model) | 2019 | 2019 | L87/MQB | Engine-Gas, 8 CYL, V8, 6.2L/ |
| GMC | Sierra 1500 (New Model) | 2019 | 2020 | | Transmission-Auto 10 SPD |

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 1500 (New Model) and 2019-2020 model year GMC Sierra |
|------------|--|
| | 1500 (New Model) vehicles may have a condition where the vehicle does not accelerate or decelerate |
| | but maintains speed after releasing the accelerator pedal for up to approximately 65 seconds. If the |
| | customer applies the brake pedal, the vehicle will stop as designed. |
| Correction | Reprogram the engine control module. |

Parts

No parts are required for this repair.

Warranty Information

| Labor | | Labor | Trans. | Net |
|-----------|---|-------|--------|------|
| Operation | Description | Time | Type | Item |
| 9104396* | Verified Module Software or Calibration Level: Module | 0.2 | ZFAT | N/A |
| | Programmed with Same Level Software or Calibration | | | |
| 9104397* | Engine Control Module Reprogramming with SPS | 0.3 | | |

^{*} To avoid warranty transaction rejections, the SPS Warranty Claim Code must be entered when submitting this transaction. When more than one Warranty Claim Code is generated for a control module programming event, it is required to document all Warranty Claim Codes in the Correction field on the Job Card. Dealers must only enter one code in the "SPS Warranty Claim Code" field on the transaction, otherwise the transaction will reject.

Warranty Claim Code Information Retrieval

If the SPS Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS system as follows:

- Open TIS on the computer used to program the vehicle
- Select and start SPS
- Select Settings
- Select the Warranty Claim Code tab

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

Service Procedure

Note: Carefully read and follow the instructions below.

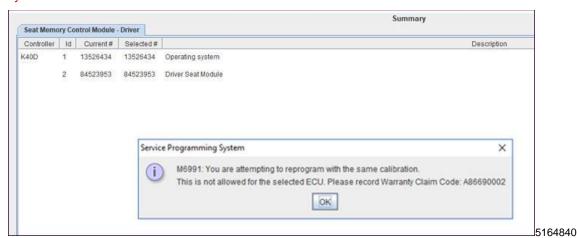
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will
 interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to
 www.gmdesolutions.com for further information. If not available, connect a fully charged 12 V jumper or booster
 pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.

Service Update

N192210560 Engine Calibration Torque Model Not Accurate

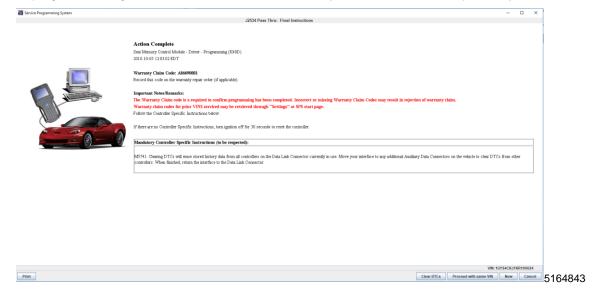


Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.



Note: If the Same Calibration/Software Warning is noted on the SPS Summary screen, record the warranty claim code (WCC) and select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

1. Reprogram the Engine Control Module. Refer to K20 Engine Control Module: Programming and Setup in SI.



2. Record SPS Warranty Claim Code on job card for warranty transaction submission.

Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin <u>must</u> be held and inspected/repaired per the service procedure of this bulletin <u>before</u> 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.

Service Update

N192210560 Engine Calibration Torque Model Not Accurate



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.