

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5073
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 18, 2019

Subject: N192209920 - Customer Satisfaction Program
Forward Auto Braking in Owner's Manual

Models: 2017 – 2018 Chevrolet Silverado 2500/3500
2017 – 2018 GMC Sierra 2500/3500

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N192209920 today. The total number of U.S. vehicles involved is approximately 107,084. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in July.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated June 18, 2019. 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

Customer Satisfaction Program

N192209920 Forward Auto Braking in Owner Manual



Release Date: June 2019

Revision: 00

Attention: This program is in effect until July 31, 2021.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 2500/3500	2017	2018		
GMC	Sierra 2500/3500	2017	2018		

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 2017 and 2018 model year Chevrolet Silverado 2500/3500 and GMC Sierra 2500/3500 vehicles, may have incorrect language in the Forward Auto Braking (FAB) section of the owner manual which states, "If the vehicle has Forward Collision Alert (FCA), it also has FAB which includes Intelligent Brake Assist (IBA)". This statement is correct for light duty trucks but the heavy duty models only have the Forward Collision Alert.
Correction	Customer to receive an owner manual insert. Dealers are to print and install the owner manual insert on unsold vehicles.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104552	Print and Install Owner Manual Insert	0.1	ZFAT	N/A

Service Procedure

1. Print the appropriate language owner manual insert(s) for your service area. (English language example below for reference).
2. Locate the owner manual.
3. Install the owner manual inserts to the owner manual.



English

GMC Sierra/Sierra Denali Owner Manual (GMNA-Localizing-U.S./Canada/
Mexico-11349177) - 2018 - Insert - 6/7/19

Insert to the 2017 and 2018 Silverado and Sierra/Sierra Denali Owner's Manuals

This information replaces the "Forward Automatic Braking (FAB)" information in your owner's manual.

Forward Automatic Braking (FAB) (1500 Series Only)

If the vehicle has Forward Collision Alert (FCA), it also has FAB, which includes Intelligent Brake Assist (IBA). When the system detects a vehicle ahead in your path that is traveling in the same direction that you may be about to crash into, it can provide a boost to braking or automatically brake the vehicle. This can help avoid or lessen the severity of crashes when driving in a forward gear. Depending on the situation, the vehicle may automatically brake moderately or hard. This forward automatic



Litho in U.S.A.
Part No. N19-220992-INS1 MY17-18

braking can only occur if a vehicle is detected. This is shown by the FCA vehicle ahead indicator being lit. See *Forward Collision Alert (FCA) System*.

The system works when driving in a forward gear between 8 km/h (5 mph) and 80 km/h (50 mph). It can detect vehicles up to approximately 60 m (197 ft).

Warning

FAB is an emergency crash preparation feature and is not designed to avoid crashes. Do not rely on FAB to brake the vehicle. FAB will not brake outside of its operating speed range and only responds to detected vehicles.

(Continued)

Warning (Continued)

FAB may not:

- Detect a vehicle ahead on winding or hilly roads.
- Detect all vehicles, especially vehicles with a trailer, tractors, muddy vehicles, etc.
- Detect a vehicle when weather limits visibility, such as in fog, rain, or snow.
- Detect a vehicle ahead if it is partially blocked by pedestrians or other objects.

Complete attention is always required while driving, and you should be ready to take action and apply the brakes and/or steer the vehicle to avoid crashes.

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Customer Satisfaction Program

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GMC Sierra/Sierra Denali Owner Manual (GMNA-Localizing-U.S./Canada/
Mexico-11349177) - 2018 - Insert - 6/7/19

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FAB may slow the vehicle to a complete stop to try to avoid a potential crash. The vehicle will only hold at a stop briefly. A firm press of the accelerator pedal will release FAB.

Warning

FAB may automatically brake the vehicle suddenly in situations where it is unexpected and undesired. It could respond to a turning vehicle ahead, guardrails, signs, and other non-moving objects. To override FAB, firmly press the accelerator pedal, if it is safe to do so.

Intelligent Brake Assist (IBA)

IBA may activate when the brake pedal is applied quickly by providing a boost to braking based on the speed of approach and distance to a vehicle ahead.

Minor brake pedal pulsations or pedal movement during this time is normal and the brake pedal should continue to be applied as needed. IBA will automatically disengage only when the brake pedal is released.

Warning

IBA may increase vehicle braking in situations when it may not be necessary. You could block the flow of traffic. If this occurs, take your foot off the brake pedal and then apply the brakes as needed.

FAB and IBA can be disabled through vehicle personalization. See "Collision/Detection Systems" under *Vehicle Personalization*.

Warning

Using FAB or IBA while towing a trailer could cause you to lose control of the vehicle and crash. Turn the system to Alert or Off when towing a trailer.

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French

GMC Sierra/Sierra Denali Owner Manual (GMNA-Localizing-U.S./Canada/
Mexico-11349177) - 2018 - Insert - 6/11/19

Supplément aux manuels de propriétaire de Silverado et Sierra/Sierra Denali 2017 et 2018

Cette information remplace l'information concernant le freinage automatique avant (Forward Automatic Braking/FAB), dans votre manuel de propriétaire.

Freinage automatique avant (FAB) (série 1500 uniquement)

Si le véhicule est équipé de du système d'alerte de collision frontale (FCA), il possède également le système FAB, qui comprend l'assistance au freinage intelligent (IBA). Lorsque le système détecte un véhicule devant sur votre voie et qui roule dans le même sens, avec lequel vous êtes sur le point d'entrer en collision, il peut augmenter le freinage ou freiner automatiquement le véhicule. Ceci permet d'éviter ou de réduire la gravité des accidents en roulant en marche avant. Selon



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la situation, le véhicule peut freiner automatiquement de façon modérée ou brusque. Ce freinage automatique en marche avant ne peut se produire que si un véhicule est détecté. Ceci est indiqué par le témoin FCA d'un véhicule devant qui s'allume. Se reporter à *Système d'alerte de collision avant (FCA)*.

Le système fonctionne en roulant en marche avant entre 8 km/h (5 mi/h) et 80 km/h (50 mi/h). Il peut détecter des véhicules jusqu'à environ 60 m (197 pi).

Avertissement

Le FAB est une fonction d'urgence de préparation aux collisions qui n'est pas conçue pour éviter les accidents. Ne pas se fier au FAB pour freiner le véhicule. Le FAB ne freine pas

(Suite)

Avertissement (Suite)

hors de sa plage de vitesses de fonctionnement et ne réagit qu'aux véhicules détectés.

Le FAB peut ne pas :

- Détecter un véhicule roulant devant sur des routes sinueuses ou en pente.
- Détecter tous les véhicules, notamment ceux avec une remorque, des tracteurs, des véhicules boueux, etc.
- Détecter un véhicule lorsque les intempéries réduisent la visibilité, comme dans le brouillard, sous la pluie ou sous la neige.

(Suite)

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Avertissement (Suite)

- Détecter un véhicule devant s'il est partiellement bloqué par des piétons ou d'autres objets.

La conduite nécessite une attention complète et vous devez toujours être prêt à intervenir et à freiner et/ou braquer pour éviter une collision.

Le FAB peut ralentir le véhicule jusqu'à l'arrêt complet pour tenter d'éviter une collision potentielle. Le véhicule est uniquement immobilisé brièvement. Une ferme pression sur l'accélérateur relâche le FAB.

Avertissement

Le FAB peut automatiquement freiner le véhicule de manière brusque dans des situations inattendues et non souhaitées. Il peut réagir face à un véhicule qui tourne devant vous, des garde-fou, des panneaux de signalisation et d'autres objets immobiles. Pour neutraliser le FAB, appuyer fermement sur la pédale d'accélérateur, si votre sécurité est assurée.

Assistance au freinage intelligente (IBA)

L'IBA peut s'activer quand la pédale de frein est actionnée rapidement en apportant un surplus de puissance au freinage, en fonction de la vitesse d'approche et de la distance avec un véhicule qui roule devant vous.

Il est normal de ressentir de légères pulsations de la pédale de frein ou un mouvement de la pédale à ce moment-là et il ne faut pas cesser d'appuyer sur la pédale de frein, selon les besoins. L'IBA se désengage automatiquement uniquement lorsque la pédale de frein est relâchée.

Avertissement

L'IBA peut accroître le freinage dans des situations où cela peut ne pas être nécessaire. Vous pourriez bloquer le flux de circulation. Dans ce cas, retirer le pied de la pédale de frein puis réappuyer sur le frein en fonction des besoins.

Le FAB et le IBA peuvent être désactivés par la personnalisation du véhicule. Se reporter à « Collision/Systèmes de détection » sous *Personnalisation du véhicule*.

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Avertissement

En utilisant le FAB ou le IBA en tractant une remorque, vous risquez la perte de contrôle du véhicule et une collision. Désactiver le système ou le régler sur Alert (alerte) pendant la traction d'une remorque.

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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 July 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 July 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

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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

N192209920 Forward Auto Braking in Owner Manual



July 2019

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

Dear General Motors Customer:

Your satisfaction with your Chevrolet Silverado or GMC Sierra is very important to us, so we are providing the attached update to your owner manual.

Please add the enclosed insert to the owner manual for your 2017 or 2018 Chevrolet Silverado or GMC Sierra. This insert updates some information which may not be correct for your vehicle. Specifically, the owner manual provides, "If the vehicle has Forward Collision Alert (FCA), it also has Forward Automatic Braking (FAB) which includes Intelligent Brake Assist (IBA)". Your vehicle does not have FAB or IBA, even if it has FCA. The FAB and IBA options were not available with this vehicle and were not included in the purchase price of your vehicle.

What You Should Do: Find the enclosed owner manual insert. Add the insert to the vehicle's owner manual and keep it with your vehicle for future reference.

What We Will Do: If you lose this insert or have questions, you can reach out to your dealer. Your dealer can also print and install this insert in your owner manual. This service will be performed for you at **no charge until July 31, 2021**.

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
GMC	1-800-462-8782	1-800-462-8583
Puerto Rico – English	1-800-496-9994	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We truly appreciate you taking the time to have your owner manual updated 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

Enclosure
N192209920