

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5080
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 28, 2019

Subject: N192262980 - Service Update
Incorrect Infotainment Owner's Manual Installed in Trunk Kits – 10
Involved Vehicles in USA Only

Models: 2019 Chevrolet Traverse

To: All General Motors Dealers

General Motors is releasing Service Update N192262980 today. The total number of U.S. vehicles involved is 10. Please see the attached bulletin for details.

The Infotainment Owner's Manuals will be direct shipped to the involved dealers on June 28, 2019.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated June 28, 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

Service Update

N192262980 Incorrect Infotainment Owner's Manual Installed in Trunk Kits – 10 Involved Vehicles in USA Only



Release Date: June 2019

Revision: 00

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

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Traverse	2019	2019		

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	Buick Infotainment Owner's Manuals were installed in the Chevrolet Traverse trunk kit instead of the correct Chevrolet Infotainment Owner's Manual.
Correction	Dealers are to install the correct Infotainment Owner's Manual into the vehicle.

Parts

Quantity	Part Name	Part No.
1	Chevrolet Infotainment Owner's Manual	84054449*

*Correct Infotainment Owner's Manuals will be direct shipped to the involved dealers.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104566	Replace Infotainment Owner's Manual	0.1	ZFAT	N/A

Service Procedure

1. Remove the incorrect Infotainment Owner's Manual from the rear of the vehicle.
2. Install the correct Infotainment Owner's Manual to the rear of the vehicle.

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 July 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/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.

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.



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