

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5124
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 29, 2019

Subject: N192267090 - Customer Satisfaction Program
Water Leak Due to Incorrect Sealer Path

Models: 2020 Chevrolet Traverse

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N192267090 today. The total number of U.S. vehicles involved is approximately 21. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on September 16, 2019.

Global Warranty Management (GWM)

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

N192267090 Water Leak Due to Incorrect Sealer Path



Release Date: August 2019

Revision: 00

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

| Make | Model | Model Year | | RPO | Description |
|-----------|----------|------------|------|-----|-------------|
| | | From | To | | |
| Chevrolet | Traverse | 2020 | 2020 | | |

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 2020 model year Chevrolet Traverse vehicles, may have a condition in which sealer was incorrectly applied at the driver side body hinge pillar. |
| Correction | Dealers will correctly apply sealer. |

Parts

| Quantity | Part Name | Part No. |
|----------|--|----------|
| 1 | Kent® Spray Leak Chek™ Water Leak Sealer | P50087* |

* Contact Kent Automotive at 1-888-937-5368 (USA), 1-800-563-1717 (Canada), or www.kent-automotive.com. Dealers that do not have a Kent Automotive account or representative must advise the Customer Service Representative that the part(s) is being used for this GM bulletin to obtain special bulletin pricing. **Do not order from GMCCA.**

Kent® Spray Leak Chek™ Extension Tubes (P90175-12 pack) may be needed if more than 1 vehicle is being repaired at the same dealer. See above for ordering information.

Warranty Information

| Labor Operation | Description | Labor Time | Trans. Type | Net Item |
|-----------------|-------------------------|------------|-------------|----------|
| 9104641 | Body Seam Sealer Repair | 0.7 | ZFAT | * |

* The amount identified in Net Item should represent the actual sum total of the current GMCCA dealer net price for Kent® Spray Leak Chek™ Water Leak Sealer needed to perform the required repairs, not to exceed \$17.00 USD, \$21.60 CAD, plus applicable Mark-Up or Landed Cost (for Export).

Service Procedure

1. Open door and remove the front side door sill garnish molding. Refer to *Front Side Door Sill Garnish Molding Replacement* in SI.
2. Fold over the carpet to access the foot rest energy absorber.



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3. Remove the foot rest energy absorber nut (1) and remove the foot rest energy absorber (2).

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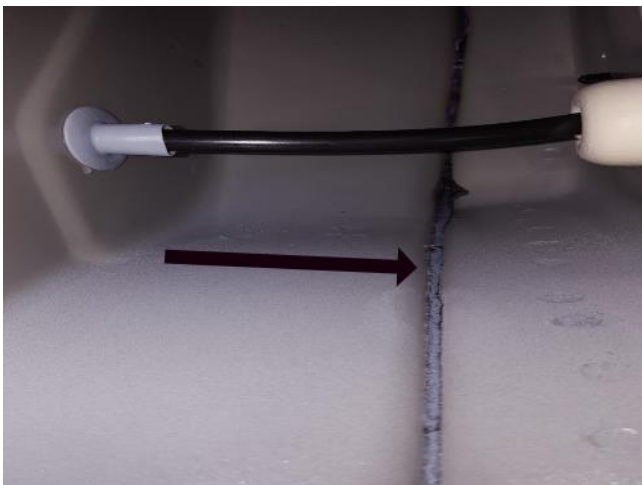


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4. Remove the X200 connector pocket (1) and connector assembly (Do not disconnect the connector).
5. Place shop towels around area to be sealed.



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Note: Ensure the complete joint is sealed from top to bottom. Vehicle shown is equipped with a sunroof.

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6. Spray sealer through the trim panel clip opening covering the complete inside area from top to bottom. This process will be done 3 times with a 15-minute drying time in between the first 2 applications. After the third application, let the sealer dry 1 hour before continuing to step 7.
7. Install the X200 connector pocket and connector.
8. Install the foot rest energy absorber and nut.
9. Fold the carpet back in place.
10. Install the front side door sill garnish molding. Refer to *Front Side Door Sill Garnish Molding Replacement* in SI.
11. Place vehicle outside with windows open (weather permitting) to dissipate chemical smell.

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 September 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

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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 September 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 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.

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).

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

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September 2019

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

Dear General Motors Customer:

We have learned that your 2020 model year Chevrolet Traverse may have a condition in which sealer was incorrectly applied at the driver side body hinge pillar.

Your satisfaction with your Traverse 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 correctly apply sealer. This service will be performed for you at **no charge until September 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 | 1-800-496-9994 | |
| 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 Traverse vehicle provides you many miles of enjoyable driving.

Neelie O'Connor
Executive Director
North America Contact Center Operations

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