

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5155  
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 24, 2019

Subject: N192264760 - Customer Satisfaction Program  
Water Leak at Driver Side C-Pillar

Models: 2019 Chevrolet Silverado 1500 (New Model)  
2019 GMC Sierra 1500 (New Model)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N192264760 today. The total number of U.S. vehicles involved is approximately 695. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin in October 2019.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated September 24, 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

## N192264760 Water Leak at Driver Side C-Pillar



Release Date: September 2019

Revision: 00

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

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 1500 (New Model)	2019	2019		
GMC	Sierra 1500 (New Model)	2019	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 2019 model year Chevrolet Silverado and GMC Sierra Double Cab vehicles, may have a condition in which the sealer bead between the body side outer and the rear panel is off location at the driver’s side C-pillar.
<b>Correction</b>	Dealers are to apply a bead of seam sealer.

### Parts

Quantity	Part Name	Part No.
1	Kent High Tech Seam Sealer Clear, # P 10200 *	NPN

\* Contact Kent Automotive at 1-888-937-5368 (USA), 1-800-563-1717 (Canada), or [www.kent-automotive.com](http://www.kent-automotive.com). Dealers that do not have a Kent Automotive account or representative must advise the Customer Service Representative that the part is being used for this GM bulletin to obtain special bulletin pricing. For vehicles located outside of the US or Canada, use a high quality automotive clear seam sealer. **Do not order from GMCCA.**

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104689	Reseal Rear Body Panel (Includes Inspection)	1.6	ZFAT	*

\* The amount identified in Net Item should represent the actual sum total of the current GMCCA dealer net price for Kent High Tech Seam Sealer Clear needed to perform the required repairs, not to exceed \$2.00 USD, \$2.66 CAD, plus applicable Mark-Up or Landed Cost (for Export).

### Service Procedure

**NOTE:** It is not necessary to remove or transfer the rear wheelhouse liners, tailgate, spare tire hoist lock cylinder or any other components.

1. Remove the pickup box from the vehicle. Refer to *Pickup Box Replacement* in SI. Use care to not damage the pickup box.

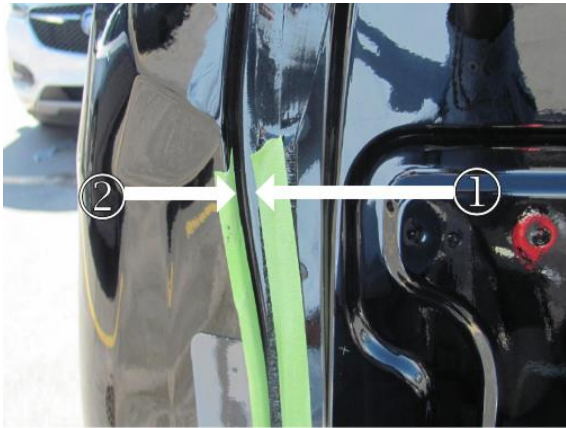


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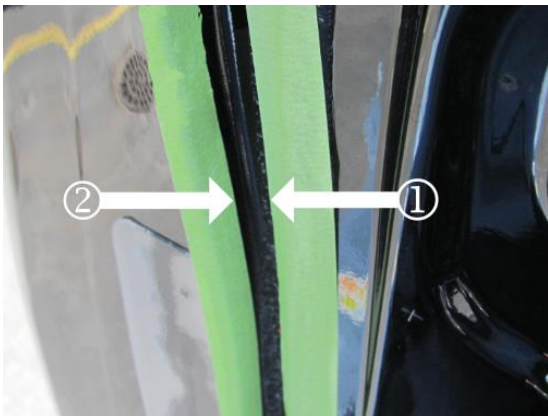
2. Locate the caulked seam where the left bodyside meets the rear body panel.
3. Use a damp towel to clean the repair area as necessary.

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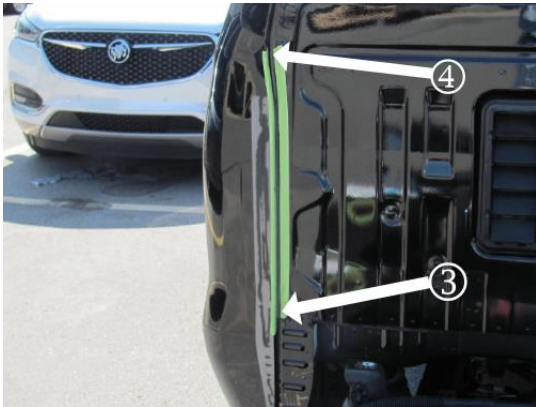


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4. Install masking tape 6mm (1/4in.) inboard of the factory caulk edge (1) on the rear body panel.
5. Install masking tape on the inner edge of the radius stamped into the bodyside panel along the caulked seam (2).

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6. Apply a bead of Kent High Tech Seam Sealer #P10200 between the two tape borders from the bottom of the factory caulk bead (3) to the area where the factory caulk bead flattens out (4).



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7. Use a trim stick or similar tool to smooth out the sealer bead and ensure the seam is completely sealed from top to bottom. Start at the top and feather in the top edge.
8. Carefully remove the masking tape to create a clean caulk edge.
9. Clean up any excess caulking.
10. Reinstall the pickup box. Refer to *Pickup Box Replacement* in SI. Use care to not damage the pickup box.

### 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.

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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 October 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 October 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.

### 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).

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

## N192264760 Water Leak at Driver Side C-Pillar



October 2019

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

Dear General Motors Customer:

We have learned that your 2019 model year Chevrolet Silverado and GMC Sierra may have a condition in which the body side outer panel sealer is off location at the driver's side rear corner of the cab.

Your satisfaction with your Silverado or Sierra 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 apply the necessary seam sealer. This service will be performed for you at **no charge until October 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. 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
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 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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