

Customer Satisfaction Program

N192255140 Secondary Generator Idler Bracket Hole



Release Date: October 2019

Revision: 01

Revision Description: This bulletin is being revised to add labor time for refrigerant recovery and recharge. Please discard all previous copies of bulletin N192255140.

Attention: ONLY Chevrolet Medium Duty dealers can complete this recall repair.

This program is in effect until September 30, 2021.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado MD 4500/5500/6500	2019	2019	L5D and KHB	6.6L, 8-cylinder, diesel engine with the Secondary Generator

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 MD 4500/5500/6500 vehicles, equipped with the 6.6L diesel engine (RPO L5D), may have a condition in which the bolt for the secondary generator (RPO KHB) was torqued but did not receive the proper clamp load. It is possible the bolt will loosen over time.
Correction	Dealers are to replace the air conditioning compressor bracket and idler pulley assembly. The drive belt will be inspected and replaced if damaged.

Parts

Quantity	Part Name	Part No.
1	A/C and P/S Bracket Assembly	12705114
1	Idler Pully Assembly with bolt	12626075
1	Drive Belt (with air compressor)	12694689
1	Drive Belt (without air compressor)	12675893
4	Power Steering Fluid	19419234

It is estimated that there are only 326 involved vehicles that will require parts being replaced. **Due to the small number of vehicles anticipated that will need this fix and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104581	Air Conditioning Compressor Bracket Replacement (includes idler pulley and drive belt replacement)	2.0	ZFAT	N/A
	Add: Recover and Recharge Refrigerant	0.3		

Service Procedure

- Replace the Air Conditioning Compressor Bracket assembly, including the drive belt idler pulley. Refer to *Air Conditioning Compressor Bracket Replacement* in SI.
 - While replacing the Air Conditioning Compressor Bracket, inspect the drive belt for signs of abnormal or excessive wear. If abnormal or excessive wear is noted, replace the drive belt.

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

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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 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.

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**

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September 2019

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

Dear General Motors Customer:

We have learned that your 2019 model year Chevrolet Silverado 4500/5500/6500 may have a condition in which the bolt for the secondary generator was torqued but did not receive the proper clamp load. It is possible the bolt will loosen over time when using the secondary generator.

Your satisfaction with your Silverado 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 replace the air conditioning compressor bracket and idler pulley assembly. The drive belt will be inspected and replaced if damaged. 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)
Puerto Rico – English	1-800-496-9994	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	
GM Medium Duty Truck	1-800-862-4389	

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 Silverado provides you many miles of enjoyable driving.

Neelie O'Connor
Executive Director
North America Contact Center Operations

N192255140

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5198
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 24, 2019

Subject: N192255140 - Customer Satisfaction Program
Secondary Generator Idler Bracket Hole
Revised Warranty Information

Models: 2019 Chevrolet Silverado MD 4500/5500/6500
Equipped with 6.6L Diesel Engine (RPO L5D) and Secondary
Generator (RPO KHB)

To: All General Motors Medium Duty Dealers

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END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS