

Customer Satisfaction Program

N192270900 Brake Pedal Assembly Misbuilt – US Only



Release Date: November 2019

Revision: 00

Attention: This program is in effect until November 30, 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.

Condition	Certain 2019 model year Chevrolet Silverado and GMC Sierra vehicles, built between July 12, 2019 and July 18, 2019, may have a condition in which the brake pedal was not assembled properly and may cause the brake pedal to be noisy, loose or bend.
Correction	Dealers are to inspect and replace the brake pedal assembly if necessary.

Parts

Quantity	Part Name	Part No.
1	Brake Pedal Assembly	84742913
1	Threadlocker, Red	19369733
1	Brake Fluid	19299570
1	Engine Coolant	12346290

It is estimated that only 4 involved vehicles will require parts replaced. **Parts should only be ordered when inspection determines that it is necessary to replace parts, 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
9104737	Inspect Brake Pedal Assembly Julian Date (includes time to inspect for paint marks and pedal notch if necessary)	0.2	ZFAT	N/A
9104738	Brake Pedal Assembly Replacement	2.9	ZFAT	N/A

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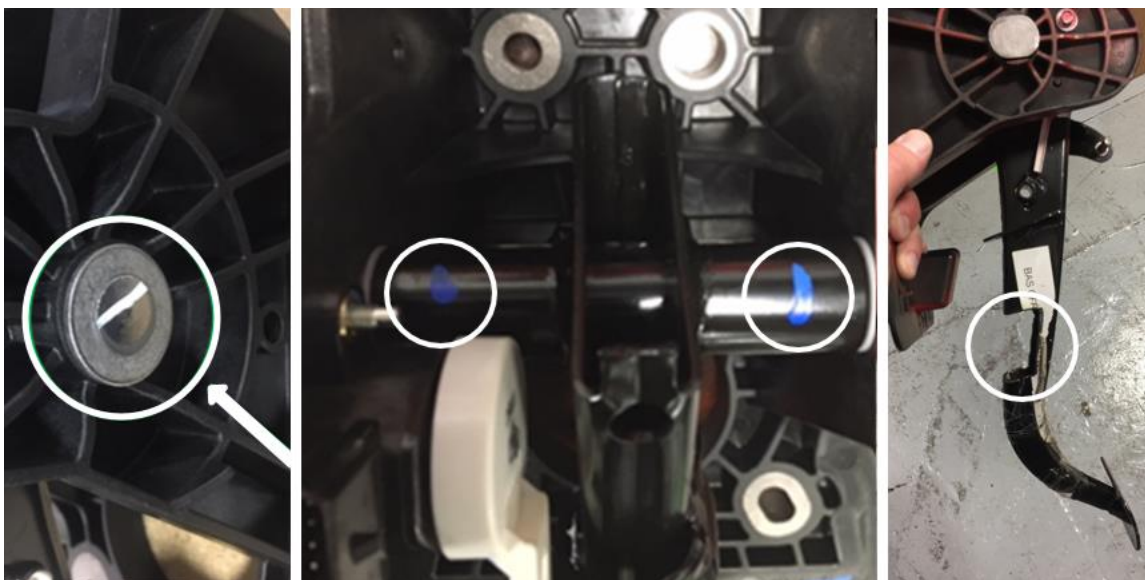


Service Procedure



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1. Using a borescope, inspect the production sticker located on the left-hand side of the brake pedal assembly as shown for the julian date (first seven digits of the last row, as indicated above).
 - If the julian date **is not** A218191 or A218192, no further action is required.
 - If the julian date **is** either A218191 or A218192, proceed to step 2.



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2. Inspect the brake pedal assembly for the three items shown in the picture. It will be helpful to continue using the borescope to inspect for the paint marks. Please note, the color of the paint is irrelevant – we are checking to ensure the paint mark is in the correct location.
 - 2.1 Inspect the right-hand (passenger) side of the pivot pin for a paint mark on the end of the pivot pin rivet.
 - 2.2 Inspect the bushing on either side of the brake pedal arm for paint marks. There should be one paint mark on each side of the brake pedal arm. These paint marks are most often (but not always) on the top side.
 - 2.3 Inspect the brake pedal arm for a notch.

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- 2.4 If the brake pedal assembly has **all** three paint marks as shown, **and no notch** in the brake pedal arm, no further action is required.
- 2.5 If the brake pedal is missing **any** of the three paint marks, **or if there is a notch** in the brake pedal arm, replace the brake pedal assembly. Refer to *Brake Pedal Assembly Replacement* in SI.

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 November 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 November 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).



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November 2019

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

Dear General Motors Customer:

We have learned that your 2019 model year Chevrolet Silverado or GMC Sierra may have a condition in which the brake pedal was not assembled properly and may cause the brake pedal to be noisy, loose or bend.

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 inspect the brake pedal assembly and replace if necessary. This service will be performed for you at **no charge until November 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
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

N192270900

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5209
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 7, 2019

Subject: N192270900 - Customer Satisfaction Program
Brake Pedal Assembly Misbuilt

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 N192270900 today. The total number of U.S. vehicles involved is approximately 1824. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in November 2019.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated November 7, 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