

# Service Update

## N192271480 Rear Brake Lines Shipped Without Protective Sleeves



Release Date: November 2019

Revision: 00

**Attention:** This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Express	2019	2019		
GMC	Savana	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 Chevrolet Express and GMC Savana vehicles were built without abrasion protective sleeves on the rear brake lines.
<b>Correction</b>	Dealers will add abrasion protective sleeves on the rear brake lines.

### Parts

Quantity	Part Name	Part No.
2	Protective Sleeve	84790867
4	Tie Straps	Obtain Locally

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which abrasion protective sleeves to order.

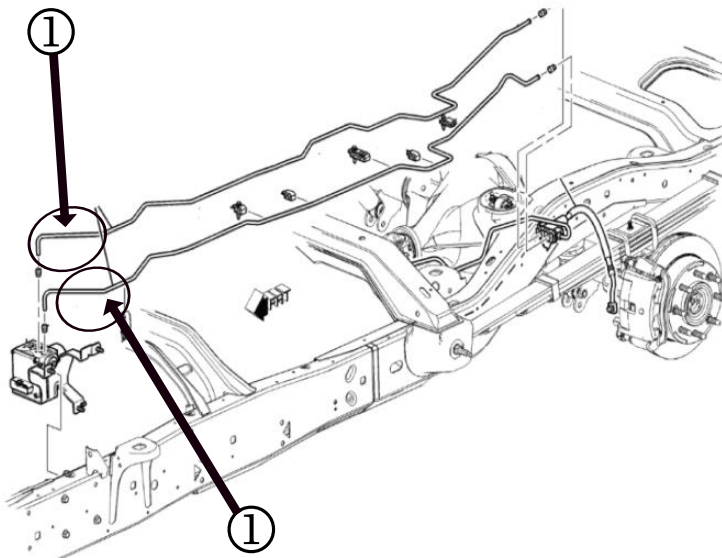
It is estimated that there are only 854 involved vehicles that will require parts being replaced. **Due to the small number of vehicles anticipated that will need this fix and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

**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
9104793	Install Protective Sleeve to Brake Lines	0.3	ZFAT	N/A

### Service Procedure



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1. Locate the 2 rear brake lines (1) coming from the brake pressure modulator valve as shown.

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2. Install the protective sleeves to each brake line.
3. Install ties straps to each end the protective sleeve and trim off excess.

#### Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

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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DCS5223  
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 15, 2019

Subject: N192271480 - Service Update  
Rear Brake Lines Shipped Without Protective Sleeves

Models: 2019 Chevrolet Express  
2019 GMC Savana

To: All General Motors Dealers

General Motors is releasing Service Update N192271480 today. The total number of U.S. vehicles involved is approximately 773. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated November 15, 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