

Customer Satisfaction Program

N192269370 Winter Grille Cover Missing Front Camera Hole



Release Date: November 2019

Revision: 00

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

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado HD	2020	2020	UVS and BHP	Vision-360 & Trailer View, Mono, HD Digital and Cover-Winter Grille
GMC	Sierra HD				

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 Silverado HD and GMC Sierra HD vehicles, may have a winter grille cover that does not have a hole for the front camera. Without the hole for the front camera, Surround or 360-degree View, is compromised when a front view image is required in whole or part. The resulting front image section on the center stack display will be blocked and appear black or grey.
Correction	Dealers will replace the winter grille cover.

Parts

Quantity	Part Name	Part No.
1	Winter Grille Cover	84789270
1	Winter Grille Cover	84789271
1	Winter Grille Cover	84789272

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which Winter Grille Cover to order.

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Order parts on a CSO = Customer Special Order only. DRO's may be cancelled. **All orders will be reviewed prior to being filled. Parts may have quantity limiters in effect.**

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

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which Winter Grille Cover to order.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104753	Administrative Allowance to swap Winter Grille Cover with customer	0.1	ZFAT	N/A

Service Procedure

Exchange the customer's current Winter Grille Cover for a new design Winter Grille Cover.

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 December 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.

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In summary, whenever a vehicle subject to this program enters your vehicle inventory or is in your facility for service through December 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).

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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December 2019

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

Dear General Motors Customer:

We have learned that your 2020 model year Chevrolet Silverado HD and GMC Sierra HD vehicles may have a winter grille cover that does not have a hole for the front camera. Without the hole for the front camera, Surround or 360-degree View, is compromised when a front view image is required in whole or part. The resulting front image section on the center stack display will be blocked and appear black or grey.

Your satisfaction with your Chevrolet Silverado HD or GMC Sierra HD is very important to us, so we are announcing a program to correct this condition.

What We Will Do: Your GM dealer will replace the winter grille cover. This service will be performed for you at **no charge until December 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

N192269370

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5222
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 15, 2019

Subject: N192269370 - Customer Satisfaction Program
Winter Grille Cover Missing Front Camera Hole

Models: 2020 Chevrolet Silverado HD
2020 GMC Sierra HD
Equipped with Vision-360 & Trailer View, Mono, HD Digital and Cover-
Winter Grille (RPO UVH and BHP)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N192269370 today. The total number of U.S. vehicles involved is approximately 22,214. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on December 2, 2019.

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