

Service Update

N192285281 NCAP Rating Not on Monroney Label



Release Date: November 2019

Revision: 00

Attention: This service update involves vehicles in dealer inventory only and will expire November 30, 2020. Vehicles involved in this recall were placed on stop delivery November 7, 2019. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 1500 LD	2019	2019		
GMC	Sierra 1500 Limited				

This service update should be performed on vehicles in dealer inventory only. 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 October 10, 2019 and November 2, 2019 may have the New Car Assessment Program (NCAP) rating missing from the Monroney label.
Correction	Dealers will replace the Monroney label.

Parts

No parts are required for this repair.

Replacement Monroney Labels were shipped to dealers prior to November 8, 2019 and dealers should receive them via FedEx to their mailing address before November 14, 2019. If you have not received the replacement label that shows stars in the safety ratings box, or have an affected unit that was dealer traded, you can request a replacement label via DBC (Dealer Business Center) 888-414-6322 option # 3. Dealers will need to provide the VIN and mileage of the vehicle.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104865	Remove and Replace Monroney Label	0.2	ZFAT	N/A

Service Procedure

Note: This procedure is for involved vehicles in dealer new vehicle inventory only. Replacement Monroney labels for these vehicles are VIN specific. Please exercise due care to ensure that the correct label is affixed to the correct vehicle.

- Carefully remove the factory installed label from the vehicle's window. Discard this label.
- Carefully affix the replacement label to the vehicle's window.

Dealer Responsibility

Dealers must take the steps necessary to ensure that the service update correction has been made to all involved vehicles in dealer inventory before selling or dealer-trading the vehicle, but no later than November 30, 2020.

All new, 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.

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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Date: November 14, 2019

Subject: N192285281 - Service Update
NCAP Rating Not on Monroney Label

Models: 2019 Chevrolet Silverado 1500 LD
2019 GMC Sierra 1500 Limited

To: All General Motors Dealers

General Motors is releasing Service Update N192285281 today. The total number of U.S. vehicles involved is approximately 452. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery November 7, 2019 under GM reference number N192285280. Once the service procedure contained in the bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

Global Warranty Management (GWM)

The Required Field section on the Investigate Vehicle History (IVH) screen will be updated November 14, 2019. A list of involved vehicles is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
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