

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5242
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 27, 2019

Subject: N192269370 - Customer Satisfaction Program
Winter Grille Cover Missing Front Camera Hole
Update with Notice to Customer

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

The winter grille cover needed to complete the required replacement may be delayed. However, the vehicle may be delivered to the customer, without the concern of a PDI debit, by properly executing the disclosure notice form with the customer.

The dealer must provide full disclosure to the customer that the winter grille cover is delayed, and the replacement cover will be supplied when the cover becomes available. The dealer should have the customer sign the "Notice to Customer" document (attached to this message) and provide a copy to the customer. In the interim, the customer should be advised that the winter grille cover without the front camera hole can be used when necessary. However, 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.

Dealers should maintain a list of all involved customers to ensure that the winter grille cover replacement is completed once the new covers have arrived. The field action will remain open in IVH until the replacement winter grille cover is provided to the customer and claim is submitted by the dealer. All registered owners on record will receive notification of this field action.

Other than processing the "Notice to Customer" document, dealers should follow their normal sales/delivery process.

Customer Letter Mailing

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

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS



NOTICE TO CUSTOMER

We apologize for the inconvenience, but the winter grill cover that is being provided with your vehicle does not have a view hole for the front camera. Without the hole for the front camera, the vehicle's surround or 360-degree view features may not function properly. The resulting front image section on the center stack display will be blocked and appear black or grey.

Grill covers with the view hole are delayed and may be not currently available. Your dealer will notify you when parts are available, and you can return to the dealer to receive your replacement cover. In the interim, the winter grille cover without the front camera hole, included with your vehicle, can be used when necessary.

Your dealer will ask you to acknowledge this notice by signing this document and you will be given a copy of this document for your records.

Field Action Number Reference: N192269370