

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5241
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 27, 2019

Subject: N192270970 - Customer Satisfaction Program
Hitch Cover Not Secured
Update with Notice to Customer

Models: 2019 Chevrolet Blazer

To: All General Motors Dealers

The hitch 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 replacement hitch 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.

Dealers should maintain a list of all involved customers to ensure that the hitch cover replacement is completed once the new covers have arrived. The field action will remain open in IVH until the hitch cover is installed for 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 9, 2019.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS



NOTICE TO CUSTOMER

An updated version of your vehicle's trailer hitch cover will be available soon. Your dealer will notify you when the replacement cover is available, and you can return to the dealer to have the new cover installed without charge. We apologize for the inconvenience.

Your dealer will ask you to sign this document to acknowledge that the hitch cover cannot be replaced at this time. You will be given a copy of this document for your records.

Field Action Number Reference: N192270970