

Customer Satisfaction Program

N192267990 Air Inlet Panel Heat Shield May Detach



Release Date: December 2019

Revision: 00

Attention: This program is in effect until January 31, 2022.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 2500/3500	2020	2020	L5P	6.6L, 8-cylinder, diesel engine
GMC	Sierra 2500/3500				

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, equipped with the 6.6L diesel engine (RPO L5P), may have a condition in which the adhesive attaching the heat shield to the air inlet panel may lose adhesion.
Correction	Dealers are to replace the air inlet grille panel assembly.

Parts

Quantity	Part Name	Part No.
1	Panel - Air Inlet Grille	84519287
1	Panel - Air Inlet Grille	84519289

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.**

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which air inlet grille panel to order.

Important: Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104638	Replace Air Inlet Grille Panel	0.3	ZFAT	N/A

Service Procedure

Replace the air inlet grille panel. Refer to *Air Inlet Grille Panel Replacement* in SI.

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 January 31, 2022. 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.

In summary, whenever a vehicle subject to this program enters your vehicle inventory or is in your facility for service through January 31, 2022, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

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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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January 2020

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

Dear General Motors Customer:

We have learned that your 2020 model year Chevrolet Silverado or GMC Sierra may have a condition in which the adhesive attaching the heat shield to the air inlet panel may lose adhesion.

Your satisfaction with your Silverado or Sierra is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will replace the air inlet grille panel assembly. This service will be performed for you at **no charge until January 31, 2022**. 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

N192267990

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5252
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 5, 2019

Subject: N192267990 - Customer Satisfaction Program
Air Inlet Panel Heat Shield May Detach

Models: 2020 Chevrolet Silverado 2500/3500
2020 GMC Sierra 2500/3500
Equipped with 6.6L Diesel Engine (RPO L5P)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N192267990 today. The total number of U.S. vehicles involved is approximately 4330. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in January.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated December 5, 2019. A list of involved vehicles is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS