

Customer Satisfaction Program

N192257060 Recreational Towing – Dolly Tow Procedure



Release Date: December 2019

Revision: 00

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

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	XT4	2019	2019		
Chevrolet	Malibu	2019	2019		

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	<p>The owner’s manual for certain 2019 model year Cadillac XT4 vehicles includes incorrect instructions for towing the vehicle behind another vehicle with two wheels on the ground and two wheels on a device known as a dolly. Owners will receive a manual insert with the correct instructions.</p> <p>The owner’s manual for certain 2019 model year Chevrolet Malibu vehicles includes instructions for towing the vehicle behind another vehicle with all four wheels on the ground (i.e., “dinghy” towing). These vehicles are not equipped for this type of towing and should not be towed this way. Owners will receive a manual insert with instructions not to tow these vehicles with all four wheels on the ground.</p>
Correction	Owners will receive an owner’s manual insert with the correct instructions.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104915	Print and Install Owner’s Manual Insert	0.1	ZFAT	N/A

Service Procedure

1. Print the appropriate language owner’s manual insert for your service area.
2. Locate the owner’s manual.
3. Install the printed owner’s manual insert to the owner’s manual.

Customer Satisfaction Program

N192257060 Recreational Towing – Dolly Tow Procedure



Chevrolet Malibu

12461813) - 2019 - insert - 8/21/18

Insert to the 2019 Chevrolet Malibu Owner's Manual

This information replaces information under "Recreational Vehicle Towing, Dinghy Towing (2.0L Engine Only)" found in the Vehicle Care Section of the owner's manual.

Dinghy Towing



Litho in U.S.A.
Part No. 84638955

Caution

If the vehicle is towed with all four wheels on the ground, the drive unit could be damaged. Repairs would not be covered by the vehicle warranty. Do not tow the vehicle with all four wheels on the ground.

This vehicle is not designed to be towed with all four wheels on the ground.

©2018 General Motors LLC. All Rights Reserved.

5455918



Cadillac XT 4 Model year 2019

120174013 - 2019 - INSERT - 12/2/19

INSERT TO THE 2019 CADILLAC XT4 OWNER'S MANUAL

This information replaces information under "Recreational Vehicle Towing" found in the Vehicle Care Section of the owner's manual.

Recreational Vehicle Towing

Recreational vehicle towing means towing the vehicle behind another vehicle, such as behind a motor home. The two most common types of recreational vehicle towing are known as dinghy towing and dolly towing. Dinghy towing is towing the vehicle with all four wheels on the ground. Dolly towing is towing the vehicle with two wheels on the ground and two wheels up on a device known as a dolly.



Litho in U.S.A.
Part No. 19_225706_ARSA

Here are some important things to consider before recreational vehicle towing:

- Become familiar with the local laws that apply to recreational vehicle towing. These laws may vary by region.
- The towing capacity of the towing vehicle. Be sure to read the tow vehicle manufacturer's recommendations.
- How far the vehicle will be towed. Some vehicles have restrictions on how far and how long they can be towed.
- The proper towing equipment. See your dealer or trailering professional for additional advice and equipment recommendations.
- If the vehicle is ready to be towed. Just as preparing the vehicle for a long trip, make sure the vehicle is prepared to be towed.

Caution

Use of a shield mounted in front of the vehicle grille could restrict airflow and cause damage to the transmission. The repairs would not be covered by the vehicle warranty. If using a shield, only use one that attaches to the towing vehicle.

Dinghy Towing



©2019 General Motors LLC. All Rights Reserved.

5455959

120174013 - 2019 - INSERT - 12/2/19

2

Caution

If the vehicle is towed with all four wheels on the ground, the drivetrain components could be damaged. The repairs would not be covered by the vehicle warranty. Do not tow the vehicle with all four wheels on the ground.

The vehicle is neither designed nor intended to be towed with all four wheels on the ground. If the vehicle must be towed, a dolly should be used. See the following information on dolly towing.

Dolly Towing



Loading up to the Dolly

1. On level ground start the engine.
2. Release the park brake.
3. Apply the brake pedal and hold until the end of step 5.
4. Push and hold the Emergency Parking Brake (EPB) switch. After 15 seconds, the EPB amber telltale will begin flashing in the IP cluster.

5. Within 5 seconds of the EPB amber telltale begin flashing release the EPB switch, and then push and release the EPB switch and release brake pedal.
6. The EPB amber telltale will remain flashing and parking brake will be released if process is successful.
7. Put the front wheels on the dolly.
8. Shift the transmission to P (Park).
9. Turn the vehicle off.
10. Secure the vehicle to the dolly.
11. Follow the dolly manufacturer's instructions for preparing the vehicle and dolly for towing.
12. Open the hood.
13. Disconnect the negative (-) terminal connector from the 12-volt battery.
14. Close and latch the hood.

5455960



Unloading from the Dolly

1. On level ground open the hood.
2. Connect the negative (-) terminal connector to the 12-volt battery.
3. Close the hood.
4. Follow the dolly manufacturer's instructions for preparing the vehicle and dolly for unloading.
5. Unsecure the vehicle from the dolly.
6. Start the engine.
7. Shift the transmission to R (Reverse).
8. Drive vehicle off of the dolly.
9. Shift the transmission to P (Park).
10. Apply the brake pedal and hold until step 12.
11. Push and hold the EPB switch for 5 seconds.

12. The EPB amber telltale in the IP cluster will go out.
13. Apply and release Parking Brake by pushing the EPB switch.

Towing the Vehicle from the Rear



Caution

Towing the vehicle from the rear could damage it. Also, repairs would not be covered by the vehicle warranty. Never have the vehicle towed from the rear.

Do not tow the vehicle from the rear.

63

5455963

12017481) - 2019 - Insert - 12/2/19

SUPPLÉMENT AU GUIDE DU PROPRIÉTAIRE DE CADILLAC XT4 2019

Ces informations remplacent celles de la section « Remorquage d'un véhicule de loisirs » dans la section Entretien du véhicule du guide du propriétaire.

Remorquage d'un véhicule récréatif

Le remorquage récréatif de véhicules signifie remorquer le véhicule derrière un autre véhicule, comme par exemple derrière une autocaravane. Les deux types de remorquage récréatif de véhicule les plus communs sont appelés « remorquage pneumatique » (remorquer le véhicule en laissant les quatre roues sur la route) et « remorquage avec chariot » (remorquer le véhicule en laissant deux roues sur la route et deux autres roues surélevées à l'aide d'un appareil appelé « chariot »).



Imprimé aux États-Unis
 Numéro de pièce 19_225706_FRCA

Voici certaines choses importantes dont vous devez tenir compte avant d'effectuer un remorquage récréatif :

- Prendre connaissance des lois locales concernant le remorquage récréatif de véhicules. Ces lois peuvent varier selon les régions.
- La capacité de remorquage du véhicule tractant. S'assurer d'avoir lu les recommandations du fabricant du véhicule tractant.
- Sur quelle distance le véhicule sera-t-il remorqué? Certains véhicules sont soumis à des restrictions concernant la longueur et la durée pendant laquelle ils peuvent être remorqués.
- Le matériel de remorquage approprié. Consulter votre concessionnaire ou un professionnel en remorquage pour obtenir des conseils

supplémentaires et des recommandations sur les équipements.

- Si le véhicule est prêt à être remorqué. Tout comme la préparation du véhicule pour de longs déplacements, il convient de s'assurer que le véhicule est prêt à être remorqué.

Attention

L'utilisation d'un bouclier monté à l'avant de la calandre du véhicule remorqué pourrait restreindre le flux d'air et causer des dommages à la transmission. Les réparations ne seraient pas couvertes par la garantie du véhicule. Si vous utilisez un bouclier, n'en utiliser qu'un seul qui se fixe au véhicule de remorquage.



120179013 - 2017 - B0801 - 12/2/17

2

Remorquage pneumatique



Attention

Si le véhicule est remorqué les quatre roues au sol, les organes de la transmission pourraient être endommagés. Les réparations ne seraient pas couvertes par la garantie du véhicule. Ne pas remorquer le véhicule les quatre roues au sol.

Le véhicule n'est pas conçu ni destiné à être remorqué avec les quatre roues au sol. Si le véhicule doit être remorqué, utiliser un chariot. Se reporter aux informations suivantes sur le remorquage avec chariot.

Remorquage avec chariot



Chargement sur le chariot de remorquage

1. Démarrer le moteur avec le véhicule au sol.

2. Desserrer le frein de stationnement.
3. Appuyer sur la pédale de frein et la maintenir jusqu'à la fin de l'étape 5.
4. Appuyer sur le contacteur du frein de stationnement d'urgence (EPB) et le maintenir enfoncé. Au bout de 15 secondes, un témoin orange commence à clignoter dans le combiné d'instruments.
5. Dans les 5 secondes après le début du clignotement du témoin d'EPB orange, relâcher le contacteur d'EPB, puis enfoncer et relâcher le contacteur d'EPB et relâcher la pédale de frein.
6. Le témoin orange d'EPB continue à clignoter et le frein de stationnement se desserre si le processus a réussi.
7. Mettre les roues avant sur le chariot porte-roues.

5455932

120179013 - 2017 - B0801 - 12/2/17

3

8. Mettre la boîte de vitesses en position de stationnement (P).
9. Couper le contact.
10. Fixer le véhicule sur le chariot.
11. Respecter le mode d'emploi du fabricant du chariot pour préparer le véhicule au remorquage.
12. Soulever le capot.
13. Débrancher la cosse négative (-) de la borne de batterie 12 volts.
14. Fermer et verrouiller le capot.

Déchargement du chariot

1. Ouvrir le capot avec le véhicule sur le sol.
2. Brancher la cosse de la borne négative (-) à la batterie 12 volts.
3. Fermer le capot.
4. Respecter les instructions du fabricant du chariot pour préparer le véhicule et le chariot au déchargement.

5. Détacher le véhicule du chariot.
6. Démarrer le moteur.
7. Mettre la boîte de vitesses en marche arrière (R).
8. Faire descendre le véhicule du chariot.
9. Mettre la boîte de vitesses en position de stationnement (P).
10. Appuyer sur la pédale de frein et la maintenir enfoncée jusqu'à l'étape 12.
11. Appuyer sur le commutateur d'EPB et le maintenir enfoncé pendant 5 secondes.
12. Le témoin orange de l'EPB sur le combiné d'instruments s'éteint.
13. Serrer et desserrer le frein de stationnement en appuyant sur le commutateur d'EPB.

Remorquage du véhicule par l'arrière



5455937



1201/481) - 2019 - insert - 12/2/19

INSERTAR EN EL MANUAL DEL PROPIETARIO DEL CADILLAC XT4 2019

Esta información reemplaza la información bajo "Remolque de vehículo recreativo" que se encuentra en la sección Cuidado del vehículo del manual del propietario.

Remolcar vehículo recreativo

Arrastre recreativo del vehículo significa arrastrar el vehículo detrás de otro vehículo, como detrás de una casa rodante. Los dos tipos más comunes de arrastre recreativo de vehículos se conocen como arrastre con remolque y arrastre con "dolly". El remolque tipo "dinghy towing" consiste en remolcar el vehículo sin que las cuatro ruedas estén en contacto con el suelo. El arrastre con "dolly" consiste en arrastrar el vehículo con dos ruedas en contacto con el piso y las otras dos sobre un aparato conocido como "dolly".



Impreso en los EE.UU.
 Número de parte 19_225706_ESMX

A continuación, algunos aspectos importantes a considerar antes de iniciar el arrastre recreativo del vehículo:

- Familiarícese con las leyes locales que apliquen a remolque de vehículos recreativos. Estas leyes pueden variar por región.
- Capacidad de arrastre del vehículo que va a realizar el arrastre. Asegúrese de leer las recomendaciones del fabricante del vehículo que realizará el arrastre.
- Qué distancia se remolcará el vehículo. Algunos vehículos tienen restricciones en cuanto a la distancia y el tiempo durante los que se pueden remolcar.
- El equipo de remolque adecuado. Para obtener asesoramiento adicional y recomendaciones de equipo consulte a su distribuidor o a un profesional de remolques.

- Si el vehículo ya se está remolcando. Así como prepara el vehículo para un viaje largo, asegúrese de que el vehículo esté preparado para ser arrastrado.

Precaución

El uso de un escudo sobre la parrilla delantera del vehículo podría restringir el flujo de aire y causar daños a la transmisión. Las reparaciones no estarían cubiertas por la garantía del vehículo. Si usa un escudo, utilice uno que se coloque sobre el vehículo de remolque.

©2019 General Motors LLC. Todos los derechos reservados.

5455947

1201/481) - 2019 - insert - 12/2/19

2

Arrastre en remolque



Precaución

Si el vehículo es arrastrado con las cuatro ruedas en contacto con el suelo podrían dañarse los componentes del mecanismo de transmisión. Las reparaciones no estarían cubiertas por la garantía del vehículo. No arrastre el vehículo con las cuatro ruedas en contacto con el suelo.

El vehículo no está diseñado ni se pretende que sea remolcado con las cuatro ruedas en el suelo. Si el vehículo se ha de remolcar, debe utilizarse una plataforma rodante. Vea la siguiente información sobre remolque sobre carretilla.

Remolque con "dolly"




Carga en carretilla

1. Arranque el motor en el nivel del suelo.

2. Libere el freno de estacionamiento.
3. Aplique el pedal del freno y sostenga hasta el final del paso 5.
4. Empuje y sostenga el interruptor de Freno de estacionamiento de emergencia (EPB). Después de 15 segundos, el indicador ámbar de EPB comenzará a parpadear en el cuadro del tablero de instrumentos (IP).
5. Dentro de 5 segundos desde que comience a parpadear el indicador ámbar de EPB, libere el interruptor EPB, y después empuje y libere el interruptor EPB y libere el pedal del freno.
6. El indicador ámbar de EPB permanecerá parpadeando y el freno de estacionamiento se liberará si el proceso es exitoso.
7. Coloque las ruedas delanteras en la carretilla.

5455951



<p>8. Cambie la transmisión a P (estacionamiento).</p> <p>9. Apague el vehículo.</p> <p>10. Asegure el vehículo al "dolly".</p> <p>11. Siga las instrucciones del fabricante del "dolly" para preparar el vehículo y el "dolly" para efectuar el remolque.</p> <p>12. Abra el cofre.</p> <p>13. Desconecte el conector de la terminal negativa (-) de la batería de 12 voltios.</p> <p>14. Cierre y asegure el cofre.</p> <p>Descarga de la carretilla</p> <p>1. Abra el cofre en el nivel del suelo.</p> <p>2. Conecte el conector de la terminal negativa (-) a la batería de 12 voltios.</p> <p>3. Cierre el cofre.</p>	<p>4. Siga las instrucciones del fabricante de la carretilla para preparar el vehículo y la carretilla para efectuar la descarga.</p> <p>5. Desasegure el vehículo de la carretilla.</p> <p>6. Arranque el motor.</p> <p>7. Cambie la transmisión a R (Reversa).</p> <p>8. Conduzca el vehículo fuera de la carretilla.</p> <p>9. Cambie la transmisión a P (estacionamiento).</p> <p>10. Aplique el pedal del freno y sostenga hasta el paso 12.</p> <p>11. Empuje y sostenga el interruptor de EPB durante 5 segundos.</p> <p>12. El indicador ámbar de EPB en el cuadro del tablero de instrumentos se apagará.</p>	<p>13. Aplique y libere el Freno de estacionamiento empujando el interruptor de EPB.</p> <p>Cómo remolcar el vehículo desde la parte trasera</p> 
---	--	--

5455952

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/repaired 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.

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.

Customer Satisfaction Program

N192257060 Recreational Towing – Dolly Tow Procedure



Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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**

Customer Satisfaction Program

N192257060 Recreational Towing – Dolly Tow Procedure



December 2019

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

Dear General Motors Customer:

We have learned that your 2019 model year Cadillac XT4 or Chevrolet Malibu vehicle may have an owner's manual with incorrect instructions for towing the vehicle behind another vehicle.

The owner's manual for certain 2019 model year Cadillac XT4 vehicles includes incorrect instructions for towing the vehicle behind another vehicle with two wheels on the ground and two wheels on a device known as a dolly.

The owner's manual for certain 2019 model year Chevrolet Malibu vehicles includes instructions for towing the vehicle behind another vehicle with all four wheels on the ground (i.e., "dinghy" towing). These vehicles are not equipped for this type of towing and should not be towed this way.

Your satisfaction with your XT4 or Malibu 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: Owners will receive an owner's manual insert with the correct instructions.

What You Should Do: A copy of the owner's manual insert is included with this letter. Please insert it into your owner's manual and place it in your glove compartment with the rest of your important documents.

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)
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
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 update 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

Enclosure
N192257060

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5267
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 18, 2019

Subject: N192257060 - Customer Satisfaction Program
Recreational Towing – Dolly Tow Procedure

Models: 2019 Cadillac XT4
2019 Chevrolet Malibu

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N192257060 today. The total number of U.S. vehicles involved is approximately 35,390. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on January 15, 2020.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated December 18, 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