

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5272  
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 7, 2020

Subject: N192278580 - Customer Satisfaction Program  
Front Cooling Ventilation Seats Inoperative

Models: 2020 Chevrolet Silverado 1500  
2020 GMC Sierra 1500  
Equipped with Heated/Cooled Seats (RPO KQV)

To: Select General Motors Dealers

General Motors is releasing Customer Satisfaction Program N192278580 today. The total number of U.S. vehicles involved is approximately 16. 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 January 7, 2020. 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

# Customer Satisfaction Program

## N192278580 Front Cooling Ventilation Seats Inoperative



Release Date: January 2020

Revision: 00

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

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 1500	2020	2020	KQV	Heated / Cooled Seats
GMC	Sierra 1500				

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.

<b>Condition</b>	Certain 2020 model year Chevrolet Silverado and GMC Sierra vehicles, equipped with heated/cooled seats (RPO KQV), may have a condition in which both front seats cooling ventilation feature is inoperative. The cooling switch will not activate the seat fans.
<b>Correction</b>	Dealers are to add 3 circuits to the body harness.

### Parts

Quantity	Part Name	Part No.
1	Cooling Vent Seat Circuit Kit	WPC847*
1 Roll	Woven Polyester Electrical Tape 19mm x 25m	1089482**

\* The Cooling Vent Seat Circuit Kit can be obtained from the Warranty Parts Center (WPC) using the TSP Dealer Request Form located on Global Connect <Service Department <Service Forms Application <General Information tab <TSP Dealer Request Form. Instructions for submitting are on the form. Request WPC847.

\*\* Contact Kent Automotive at 1-888-937-5368 (USA), 1-800-563-1717 (Canada), or [www.kent-automotive.com](http://www.kent-automotive.com). Dealers that do not have a Kent Automotive account or representative must advise the Customer Service Representative that the part(s) is being used for this GM bulletin to obtain special bulletin pricing. **Do not order from GMCCA.**

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104923	Install Cooling Vent Seat Circuits	3.4	ZFAT	*

\* The amount identified in "Net Item" should represent the actual sum total of the current GMCC&A Dealer net price for Woven Polyester Electrical Tape 19mm x 25m needed to perform the required repairs, not to exceed \$9.00 USD, \$8.00 CAD.

### Service Procedure

1. Remove the driver and passenger seats and the front floor lower console. Refer to *Front Floor Lower Console Replacement* in SI.
2. Remove the front side door sill garnish molding on the driver and passenger side. Refer to *Front Side Door Sill Garnish Molding Replacement* in SI.

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3. Remove the body harness cover.
4. Remove the instrument panel fuse block access hole cover. Refer to *Instrument Panel Fuse Block Access Hole Cover Replacement* in SI.



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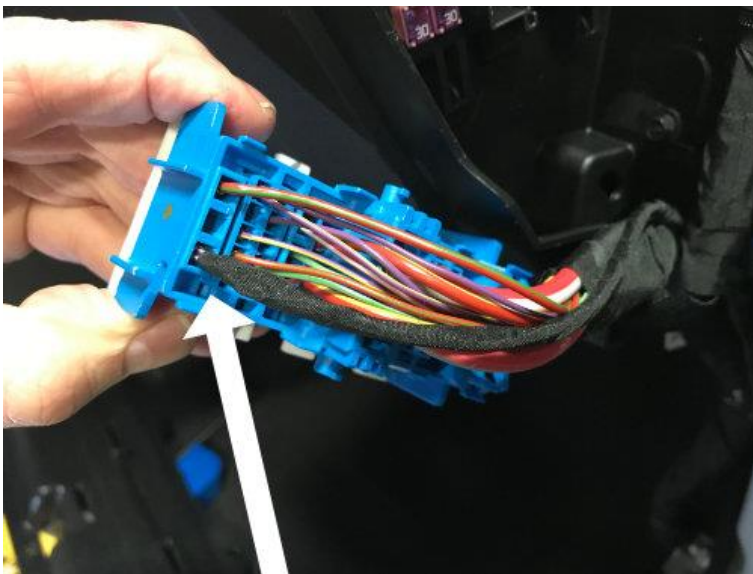
5. Remove the harness connector (X1) from the fuse block.
6. Remove the yellow covers from the driver (X31) and passenger (X320) seat harnesses.
7. Fold back the front carpet along the back and sides for access to the body harness.
8. Lay the new wire circuits along the path of the body harness from the seat harnesses to the fuse block.

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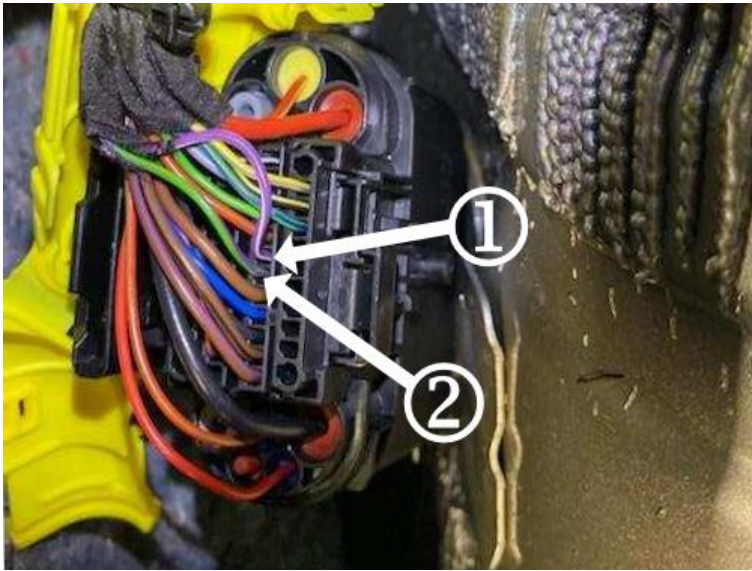
9. Wrap the new wire circuits in PET tape.



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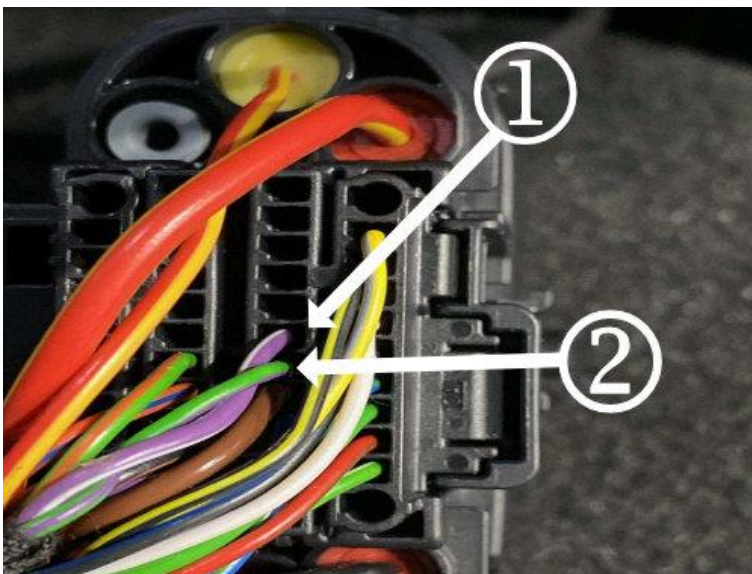
10. Install the purple wire circuit connector to cavity 1 of the X1 connector as shown.

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11. Install the purple wire circuit connector (1) to the passenger side seat connector (X320) into cavity 21 as shown.

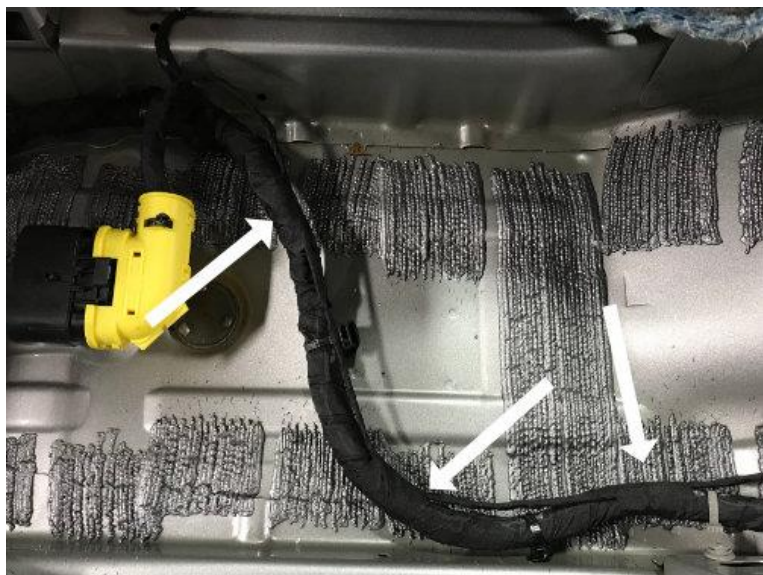


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12. Install the other side of the purple wire circuit connector to the driver side seat connector (X31) into cavity 21 as shown.
13. Install the green wire circuit connectors (2) between the driver and passenger seat harness connectors into cavity 20 (2) shown in the above pictures.

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14. Wrap the completed circuits along the body harness with 3 turns of PET tape every 6 inches (152 mm) to secure the new circuits to the body harness.
15. Install the harness connector (X1) from the fuse block.
16. Install the covers from the driver (X31) and passenger (X320) seat harnesses.
17. Fold back the carpet back into place.
18. Install the instrument panel fuse block access hole cover. Refer to *Instrument Panel Fuse Block Access Hole Cover Replacement* in SI.
19. Install the body harness cover.
20. Install the front side door sill garnish molding on the driver and passenger side. Refer to *Front Side Door Sill Garnish Molding Replacement* in SI.
21. Install the driver and passenger seats and the front floor lower console. Refer to *Front Floor Lower Console 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).

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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

## N192278580 Front Cooling Ventilation Seats Inoperative



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 both front seats cooling ventilation feature is inoperative. The cooling switch will not activate the seat fans.

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 add circuits to the body harness. 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

N192278580