

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5273  
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 7, 2020

Subject: N192265660 - Customer Satisfaction Program  
Rear Window Defroster Thermal Events - US Only

Models: 2014-2018 Chevrolet Silverado 1500  
2014-2018 GMC Sierra 1500  
2019 Chevrolet Silverado LD  
2019 GMC Sierra 1500 Limited  
2015-2019 Chevrolet Silverado HD  
2015-2019 GMC Sierra HD  
All of the above equipped with Power Sliding Rear Window (RPO A48)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N192265660 today. The total number of U.S. vehicles involved is approximately 226,768. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin in early February 2020.

**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 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

# Customer Satisfaction Program

## N192265660 Rear Window Defroster Thermal Events - US Only



Release Date: January 2020

Revision: 00

**Attention:** All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

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

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 1500	2014	2018	A48	Power Sliding Rear Window
GMC	Sierra 1500				
Chevrolet	Silverado 1500 LD	2019	2019		
GMC	Sierra 1500 Limited				
Chevrolet	Silverado HD	2015	2019		
GMC	Sierra HD				

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 2014-2019 model year Chevrolet Silverado and GMC Sierra vehicles equipped with a power sliding rear window (RPO A48) may have areas of high electrical resistance on the rear defroster circuit. This could be caused, in part, by mechanical stress from opening and closing the rear power window, intrusion of debris, and use of the rear defroster. Over time, this condition could generate heat that could melt the areas surrounding the circuit. In rare instances, this heat could cause a non-propagating fire, increasing the risk of property damage or injury.
<b>Correction</b>	Dealers will replace the buss bar covers and contact cover. If the rear window or sliding glass assembly appears damaged due to an occurrence of high electrical resistance on the rear defroster circuit, they should also be replaced.

### Parts

Quantity	Part Name	Part No.
1	Cover - Rear Window Terminal	84819605
1	Cover - Buss Bar (Set of Two)	84819606
1	Window - Rear Sliding (Assembly)	84819603 or 84641172*
1	Window - Rear Sliding (Center Moving Glass Only)	84819604

### Parts Pre-Ship Information – For USA and Canada

Pre-shipment of limited quantities of parts numbers 84819605 and 84819606 supporting upcoming Customer Satisfaction Bulletin N192265660 (14-19MY K2 Silverado/Sierra with Power Sliding Rear Window – RPO A48) was shipped to Dealerships located in Alaska, Idaho, Maine, Michigan, Minnesota, Montana, New Hampshire, North Dakota, Wisconsin, Wyoming, and Vermont. Pre-shipment is based on a fair share allocation reflecting the number of involved VINs assigned to a Dealership. All Dealership orders for these parts placed prior to and during the pre-ship phase were cancelled.

The parts are now available in an open ordering status but highly suggested that they are not ordered for shelf stock due to availability. Pre-shipped parts will be charged to Dealers' Open Parts Account.

**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.

**\*Important:** Use part number 84819603 to complete the repair in this field action unless the part is on backorder. Part number 84641172 is an approved part for this repair. Use part number 84641172 to complete the repair in this field action if part number 84819603 is not available.

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### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104757	Inspect Rear Sliding Window Terminals and Covers for Damage, Install Revised Terminal Cover	0.3	ZFAT	N/A
	ADD: Install Revised Buss Bar Covers	0.1		
	ADD: Replace Rear Sliding Window (Center Section Only)	0.1		
	ADD: Replace Rear Window Assembly	1.3		
9104758	Customer Reimbursement Approved	N/A	ZFAT	**
9104759	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	***

Note: To avoid having to “H” route the customer reimbursement transaction for wholesale approval, it must be submitted prior to the repair transaction.

\* The amount identified in “Net Item” should represent the actual sum total of the current GMCCA Dealer net price for Window Installation Urethane Kit needed to perform the sliding rear window assembly replacement, not to exceed \$70.00 USD, \$70.00 CAD, plus applicable Mark-Up or Landed Cost (for Export) Per window replacement.

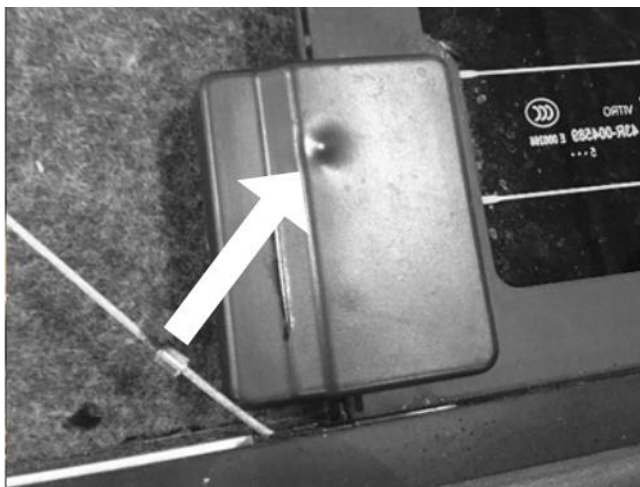
\*\* For USA and Canada: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

\*\*\* Submit \$10.00 administrative allowance in Net/Admin Allowance.

**NOTE:** Rear window assembly (Part # 84819603), is built using the revised terminal and buss bar covers. If the window assembly is being replaced using Part # 84819603, the individual covers do not need to be installed.

If you are replacing the rear window assembly with Part # 84641172, the individual covers **WILL** need to be installed.

### Service Procedure



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Cover showing heat damage

# Customer Satisfaction Program

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### Cover showing no heat damage

1. Inspect the heated rear window terminal cover for any indication of external heat related damage.
  - If **no heat damage** is indicated, proceed to step # 2.
  - If **heat damage** is indicated, replace the complete rear window assembly. Refer to *Rear Window Replacement* in SI.



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2. Remove the rear sliding window terminal cover. Place fingers under the outer edge of the cover and peel the cover toward the center of the vehicle. Inspect the back side of the terminal cover for heat damage.



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### Cover showing heat damage

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- If **no heat damage** is indicated, proceed to step # 3.
- If **heat damage** is indicated, replace the complete rear window assembly. Refer to *Rear Window Replacement* in SI.



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3. Inspect the lower edge of the driver side buss bar cover for heat damage.
  - If **no heat damage** is indicated, proceed to step # 4.
  - If **heat damage** is indicated, replace the complete rear window assembly. Refer to *Rear Window Replacement* in SI.

**Note:** Grease may be present and is acceptable. There may be some wear on the pedestal or debris caught in the grease, this is also acceptable.



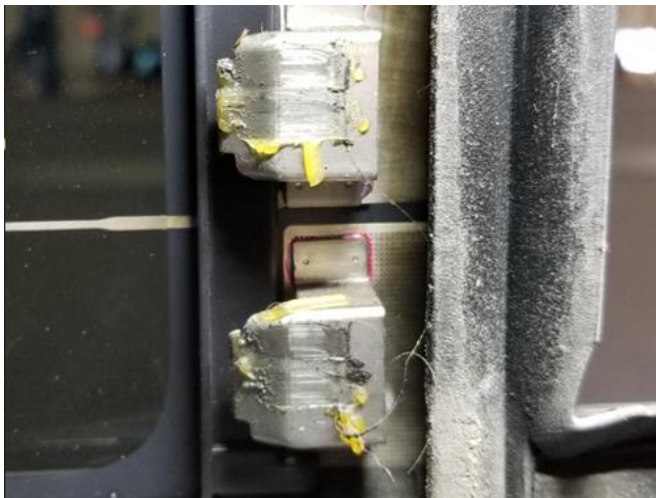
## Customer Satisfaction Program

N192265660 Rear Window Defroster Thermal Events - US Only



5423192

Pedestal showing damage.

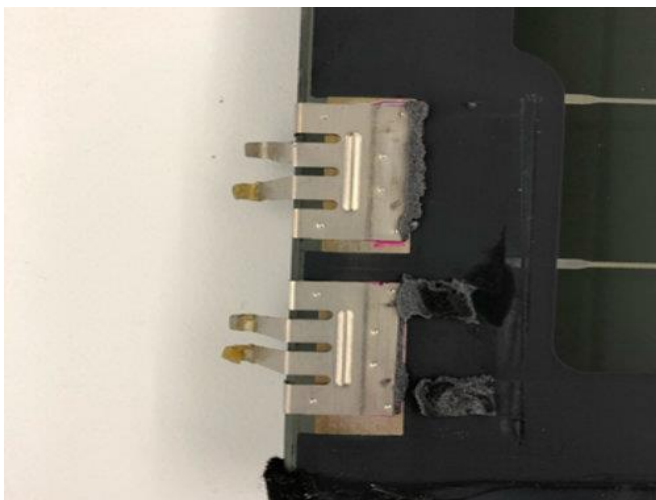


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Pedestals showing no damage or distortion

4. Inspect the contact pedestals for distortion, out of alignment or loose conditions.

- If **no physical damage** is indicated, proceed to step #5.
- If **physical damage** is indicated, replace the complete rear window assembly. Refer to *Rear Window Replacement* in SI.

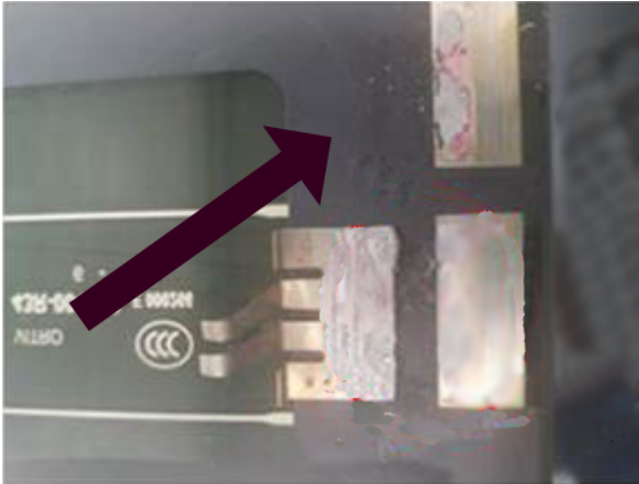


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Fingers showing no damage

## Customer Satisfaction Program

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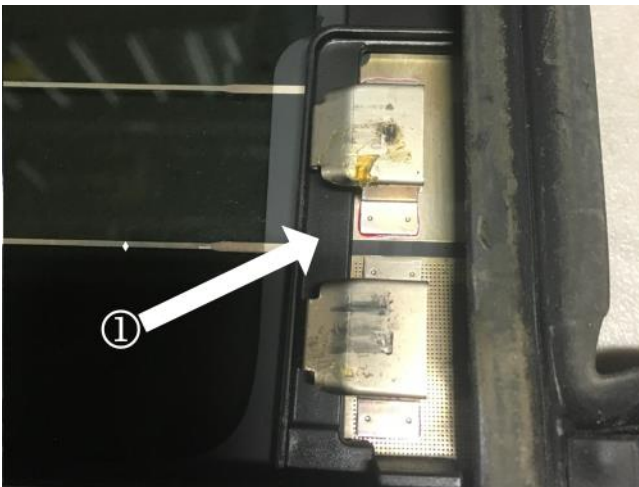


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#### Finger damage, one set contact fingers missing

5. Inspect the contact fingers on the center glass section of the rear window for any indication of physical damage.
  - If **no damage** is indicated proceed to step #6.
  - If **damage** is indicated, replace the rear window center glass. Refer to *Rear Sliding Window Replacement (Center Glass)* in SI. Proceed to step #6.

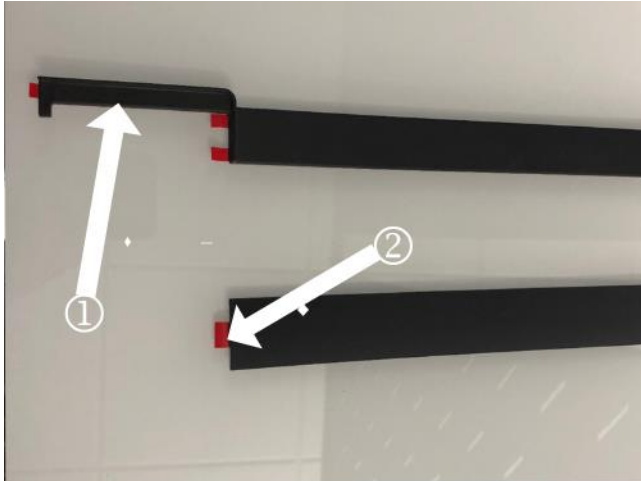
**NOTE:** Both the left and right buss bar covers need to be replaced if the old-style cover is installed on the passenger side of the vehicle. The new covers are made of a revised material and they must be replaced in pairs. If the new style cover is installed on the passenger side of the vehicle, both existing covers are made of the correct material and no action is required.



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6. Inspect the rear window defroster buss bar covers and determine if the old or new style of buss covers are installed. The old-style buss bar cover will have a tab under the terminal pedestal area (1). The new style buss bar cover ends at the top of the terminal pedestal area (2).

- If the new style rear window defroster buss bar covers are installed, no further action is required.



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- If the old-style rear window defroster buss covers are installed, remove the old covers and install the two new covers.



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When removing the buss bar covers, use a trim stick to loosen the top edge and peel in a downward direction. It is not necessary to remove all the old adhesive from the surface.



## Customer Satisfaction Program

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When installing the new covers, use care to not touch the adhesive once the protective film has been removed.

Align the top edge of the buss bar cover to the top of the window. Use firm pressure to ensure the new adhesive achieves full contact.



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7. Install the new terminal cover (not required if the center glass was replaced). It is not necessary to remove all the old adhesive from the surface. When installing the new covers, use care to not touch the adhesive once the protective film has been removed. Use firm pressure to ensure the new adhesive achieves full contact.

#### 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 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.

#### 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 US & 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

## Customer Satisfaction Program

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

#### Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by January 31, 2021. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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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

## N192265660 Rear Window Defroster Thermal Events - US Only



January 2020

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

We have learned that your 2014-2019 model year Chevrolet Silverado or GMC Sierra vehicle equipped with a power sliding rear window may have areas of high electrical resistance on the rear defroster circuit. This could be caused, in part, by mechanical stress from opening and closing the rear power window, intrusion of debris, and use of the rear defroster. Over time, this condition could generate heat that could melt the areas surrounding the circuit. In rare instances, this heat could cause a non-propagating fire, increasing the risk of property damage or injury.

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 buss bar covers and contact cover. If the rear window or sliding glass assembly appear damaged due to an occurrence of high electrical resistance on the rear defroster circuit, they will also be replaced. This service will be performed for you at **no charge until January 31, 2021**. 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.

**Reimbursement:** Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by Janu 31, 2021, unless state law specifies a longer reimbursement period.

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

Enclosure  
N192265660