

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5276
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 16, 2020

Subject: N192282480 - Customer Satisfaction Program
Body Control Module Wiring Damage – US Only

Models: 2019 Buick Encore, Enclave
2019 GMC Acadia, Canyon, Sierra 1500 (New Model),
Yukon and Yukon XL
2019-2020 GMC Terrain

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N192282480 today. The total number of U.S. vehicles involved is approximately 119. Please see the attached bulletin for details.

It is estimated that only 119 involved vehicles in a known concentrated area will require parts replaced. Due to the small number of vehicles anticipated that will need this fix and the limited initial parts availability, dealers are encouraged not to order these parts unless you have one of the identified VINs for this field action.

Customer Letter Mailing

The customer letter mailing will begin on January 31, 2020.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated January 16, 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

N192282480 Body Control Module Wiring Damage – U.S. Only



Release Date: January 2020

Revision: 00

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

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Encore	2019	2019		
	Enclave	2019	2019		
GMC	Acadia	2019	2019		
	Canyon	2019	2019		
	Sierra 1500 (New Model)	2019	2019		
	Terrain	2019	2020		
	Yukon	2019	2019		
	Yukon XL	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	Certain 2019 model year Buick Encore, Enclave, GMC Acadia, Canyon, Sierra 1500 (New Model), Yukon, Yukon XL and 2019-2020 model year GMC Terrain vehicles, may have several wires going to the body control module (BCM) damaged due to the installation/removal of the aftermarket LoJack alarm system from the vehicle.
Correction	Dealer will inspect the wires going to the BCM and knee bolster for evidence that a LoJack alarm system was removed and repair as necessary.

Parts

Quantity	Part Name	Part No.
1	BOLSTER, I/P KNEE	42496122
1	BOLSTER, I/P KNEE	84201876
1	BOLSTER, I/P KNEE	84201877
1	BOLSTER, I/P KNEE	84577816
1	BOLSTER, I/P KNEE	23295241
1	BOLSTER, I/P KNEE	23319430
1	BOLSTER, I/P KNEE	23133787
1	BOLSTER, I/P KNEE	84495873
1	BOLSTER, I/P KNEE	23504152
1	BOLSTER, I/P KNEE	84487345
1	BOLSTER, I/P KNEE	84487348
1	BOLSTER, I/P KNEE	84007751
1	BOLSTER, I/P KNEE	84007752

Note: There are several different makes and models covered on this bulletin - please use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which Terminated Lead and Knee Bolster Trim to order.

It is estimated that only 119 involved vehicles in a known concentrated area will require parts replaced. **Due to the small number of vehicles anticipated that will need this fix and the limited initial parts availability, dealers are encouraged not to order these parts unless you have one of the identified VINs for this field action.**

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.**

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104924	Inspect for Installation of Anti-Theft Components (No Further Action Required)	0.2	ZFAT	N/A
9104925	Replace Knee Bolster Trim and Inspect BCM wiring Harness:	-	ZFAT	N/A
	Encore	0.5		
	Enclave	1.5		
	Acadia	2.7		
	Canyon	0.5		

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	Terrain	1.0		
	Sierra	1.5		
	Sierra Limited, Yukon and Yukon XL	0.5		
	ADD: Repair One wire	0.5		
	ADD: Repair Each Additional Wire	0.2		

Service Procedure

Inspection Steps



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Inspect the knee bolster panel under the steering column for evidence of an aftermarket anti-theft module. This will show as:

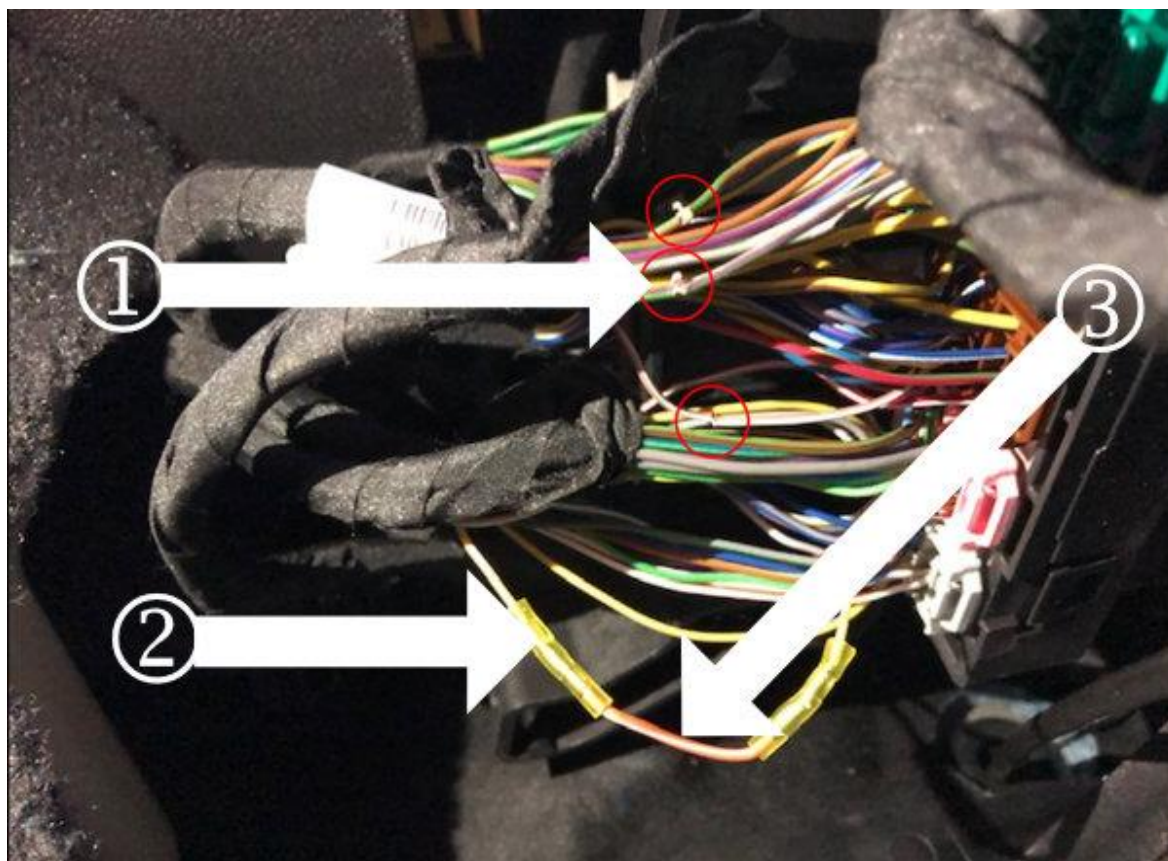
- Screw holes, indicating that an anti-theft module was installed and has been removed. These vehicles require further repairs, refer to Repair Steps below.
- Anti-theft module installed, verify function of aftermarket system, no further action required.
- No evidence of any anti-theft device ever installed or removed, no further action required.

Repair Steps

1. Access the Body Control Module (BCM). Refer to *Body Control Module Replacement* in SI. It is not necessary to remove the module or disconnect the electrical connectors.

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2. Inspect the wiring at the BCM electrical connector area for indications of repairs. These repairs may include wire insulation damage from wire-tap installation/removal (1), butt connector repairs that do not meet GM established materials and methods (2) or additional sections of wire spliced into the circuit (3).

NOTE: To ensure wire repair integrity, use DuraSeal Splice Sleeve # 19300089 (Pink in Color for AGW 20-18) or DuraSeal Splice Sleeve # 19168447 (Blue in Color for AGW 16-14).

- If the wire insulation is damaged from the removal of a wire-tap, use a DuraSeal splice sleeve to properly repair the damaged wire. Refer to *Wire to Wire Repair* in SI.
 - If the wire has an improper butt connector repair, use a DuraSeal splice sleeve to properly repair the damaged wire. Refer to *Wire to Wire Repair* in SI.
 - If the wire has insufficient length and a section of additional material has been spliced in, remove the added wire and install a terminated lead. Refer to *Repairing Connector Terminals (Terminated Lead Repair)* in SI.
3. Rewrap the wiring harness as required.
 4. If there are mounting holes drilled in the knee bolster panel, replace the knee bolster panel. Refer to *Instrument Panel Knee Bolster 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.

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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 USA

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



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January 2020

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

Dear General Motors Customer:

We have learned that your 2019 model year Buick Encore, Enclave, GMC Acadia, Canyon, Sierra 1500 (New Model), Yukon, Yukon XL and 2019-2020 model year GMC Terrain vehicle, may have several wires going to the body control module (BCM) damaged due to the installation/removal of the aftermarket LoJack alarm system from the vehicle.

Your satisfaction with your 2019 model year Buick Encore, Enclave, GMC Acadia, Canyon, Sierra 1500 (New Model), Yukon, Yukon XL or 2019-2020 model year GMC Terrain vehicle is very important to us, so we are announcing a program to correct this condition.

What We Will Do: Your GM dealer will inspect the wires going to the BCM and knee bolster for evidence that a LoJack system was removed and repair as necessary. 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)
Buick	1-800-521-7300	1-800-832-8425
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

N192282480