

# Customer Satisfaction Program

## N192257060 Recreational Towing – Dolly Tow Procedure



**Release Date:** January 2020

**Revision:** 01

**Revision Description:** This bulletin was modified to temporarily remove 2019 model year Cadillac XT4 vehicles. 2019 and 2020 model year Cadillac XT4 vehicles will be added to this bulletin at a later date. Please discard all previous copies of bulletin N192257060.

**Attention:** This program is in effect until February 28, 2022.

| Make      | Model  | Model Year |      | RPO | Description |
|-----------|--------|------------|------|-----|-------------|
|           |        | From       | To   |     |             |
| 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.

|                   |  |
|-------------------|--|
| <b>Condition</b>  | 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. |
| <b>Correction</b> | 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.

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### 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.

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### 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 February 28, 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, through February 28, 2022, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to 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

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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 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.

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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**

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February 2020

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

Dear General Motors Customer:

We have learned that your 2019 model year 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 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 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) |
|-----------------------|----------------|-----------------------|
| 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  
Global Executive Director  
Customer Experience Operations

Enclosure  
N192257060

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5287  
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 17, 2020

Subject: N192257060-01 - Customer Satisfaction Program  
Recreational Towing – Dolly Tow Procedure  
STOP PROCESSING 2019 Cadillac XT4

Models: 2019 Cadillac XT4  
2019 Chevrolet Malibu

To: All General Motors Dealers

General Motors is temporarily halting the execution of Customer Satisfaction Program # N192257060 today for the **2019 Cadillac XT4 only**. Technical issues in the 2019 XT4 owner's manual inserts need to be resolved prior to continuing the execution of Customer Satisfaction Program # N192257060 for the **2019 Cadillac XT4**. A future Global Connect message will be issued informing you when to resume processing field action # N192257060 for the **2019 Cadillac XT4**.

The 2019 Chevrolet Malibu, also included in Customer Satisfaction Program # N192257060, is unaffected and updates should continue.

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS