

Customer Satisfaction Program

N192257060 Recreational Towing – Dolly Tow Procedure



Release Date: January 2020

Revision: 02

Revision Description: This bulletin was modified to add 2019 model year Cadillac XT4 vehicles. 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		
Cadillac	XT4	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.

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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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Cadillac XT 4 Model year 2019

12017481) - 2019 - Insert - 1/21/20

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



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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 Electric Parking Brake (EPB) switch. After 15 seconds, the EPB amber telltale will begin flashing in the IP cluster.

5. When the indicator flashes amber, release the EPB within five seconds. Then, push and release the EPB switch and release the 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.

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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.

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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 »).



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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.

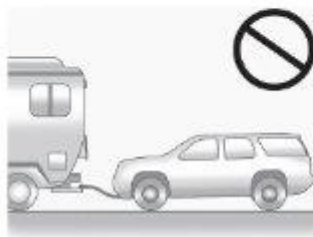
- Si le véhicule est prêt à être remorqué. Tout comme la préparation du véhicule pour de longs déplacements, il convient de s'assurer que le véhicule est prêt à être remorqué.

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.

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Remorquage pneumatique

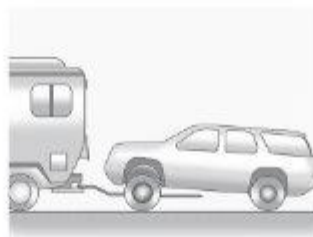


Attention

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 commutateur du frein de stationnement électrique (EPB) et le maintenir enfoncé. Au bout de 15 secondes, un témoin orange commence à clignoter dans le combiné d'instruments.
5. Quand le témoin clignote en orange, relâcher l'EPB dans les cinq secondes. Ensuite, presser et relâcher le commutateur 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.
8. Mettre la boîte de vitesses en position de stationnement (P).

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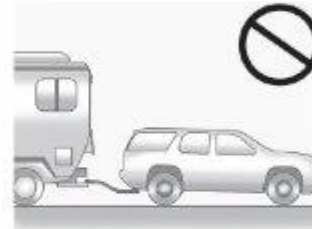


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|---|---|
| <ol style="list-style-type: none">9. Couper le contact.10. Fixer le véhicule sur le chariot.11. Respecter le mode d'emploi du fabricant du chariot pour préparer le véhicule au remorquage.12. Soulever le capot.13. Débrancher la cosse négative (-) de la borne de batterie 12 volts.14. Fermer et verrouiller le capot. <p>Déchargement du chariot</p> <ol style="list-style-type: none">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. | <ol style="list-style-type: none">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



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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

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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 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**

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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 or Cadillac XT4 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.

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.

Your satisfaction with your Malibu or XT4 is very important to us, so we are announcing a program 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	1-866-982-2339	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
Global Executive Director
Customer Experience Operations

Enclosure
N192257060

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5296
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 27, 2020

Subject: N192257060-02 – Customer Satisfaction Program
Recreational Towing – Dolly Tow Procedure
Revised population

Models: 2019 Cadillac XT4
2019 Chevrolet Malibu

To: All General Motors Dealers

This bulletin was modified to add 2019 model year Cadillac XT4 vehicles.
Please discard all previous copies of bulletin N192257060.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS