

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5326  
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 13, 2020

Subject: N192281640 - Customer Satisfaction Program  
Owner Manual Indicates Incorrect Maximum Roof Cargo Load

Models: 2020 GMC Terrain  
Equipped with Denali Package (RPO 5SA)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N192281640 today. The total number of U.S. vehicles involved is approximately 6,749. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin soon.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated February 13, 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

## N192281640 Owner Manual Indicates Incorrect Maximum Roof Cargo Load



Release Date: February 2020

Revision: 00

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

Make	Model	Model Year		RPO	Description
		From	To		
GMC	Terrain	2020	2020	5SA	Denali Package

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 GMC Terrain vehicles, equipped with the Denali package (RPO 5SA), may have a condition where the owner manual lists an incorrect roof cargo load specification.
<b>Correction</b>	Customers will receive an owner manual insert notifying them of the update on the roof cargo load specifications. Dealers are to print and install the Owner Manual Insert.

### Parts

No parts are required for this repair.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104951	Print and Install Owner Manual Insert	0.2	ZFAT	N/A

### Service Procedure

1. Print the appropriate language owner manual insert for your service area.
2. Locate the owner manual in the accessories bag.
3. Install the owner manual inserts to the owner's manual.

Insert to the 2020 GMC Terrain/Terrain Denali Owner's Manual - 2020 - Insert - 1/13/20

#### Insert to the 2020 GMC Terrain/Terrain Denali Owner's Manual

*This information replaces the information under "Roof Rack System" found in the Storage Section of the owner's manual.*

The vehicle is equipped with side-rails for a roof rack system. Cargo must be secured with properly installed cross rails and other accessories designed to carry cargo. These can be purchased from your dealer.

#### Warning

Before driving and occasionally during a trip, check that cargo is securely fastened, rests evenly between the cross rails and does not block the vehicle's lamps or  
(Continued)



Litho in U.S.A.  
Part No. 84909318

#### Warning (Continued)

windows. Never load cargo directly on the roof of the vehicle or allow cargo to hang over the rear or sides of the vehicle. Never load cargo without first properly installing cross rails and other accessories designed to carry cargo. Personal injury, death or damage to the vehicle or other property may occur.



If driving for a long distance, on rough roads, or at high speeds, occasionally stop the vehicle to make sure the cargo remains in its place.

#### Cargo Weight Limits

Do not exceed the maximum cargo weight for the roof rack system, including the weight of the cross rails and any other accessories used to carry the cargo such as bike racks or roof boxes.

For all trim levels except Denali, the maximum cargo weight that can be loaded onto the roof rack system is 100 kg (220 lb).

For Denali, the maximum weight is as follows:

#### Front-Wheel Drive

- With Sunroof: 40 kg (88 lb)
- Without Sunroof: 65 kg (143 lb)

©2020 General Motors LLC. All Rights Reserved.

5500870

# Customer Satisfaction Program

## N192281640 Owner Manual Indicates Incorrect Maximum Roof Cargo Load



Insert to the 2020 GMC Terrain/Terrain Denali Owner's Manual - 2020 - Insert - 1/13/20

### 2

#### All-Wheel Drive

- With Sunroof: 25 kg (55 lb)
- Without Sunroof: 50 kg (110 lb)

#### Warning

Never load the roof rack with more weight than specified in this section or in the instructions that came with cross rails and other roof rack accessories, whichever is less. Loading cargo on the roof rack will make the vehicle's center of gravity higher. To avoid losing control of the vehicle, avoid high speeds, sudden starts, sharp turns, sudden braking, or abrupt maneuvers when carrying cargo on the roof rack.

The weight of any cargo carried on the roof rack system must be included in calculating the loaded weight of the vehicle. Do not exceed the maximum vehicle capacity when loading the vehicle, including cargo carried on the roof rack system, passengers and cargo carried in the vehicle. For more information on vehicle capacity and loading, see Vehicle Load Limits.

5500885

# Customer Satisfaction Program

## N192281640 Owner Manual Indicates Incorrect Maximum Roof Cargo Load



Insert to the 2020 GMC Terrain/Terrain Denali Owner's Manual - 2020 - Insert - 1/17/20

### Supplément au manuel de propriétaire de GMC Terrain/Terrain Denali 2020

Cette information remplace l'information sous le titre « Système de porte-bagages de toit », dans la section *Rangement*, dans le manuel du propriétaire.

Le véhicule est équipé de rails latéraux pour un système de porte-bagages de toit. Le chargement doit être fixé avec des rails transversaux correctement installés et d'autres accessoires conçus pour transporter du chargement. Ils peuvent être achetés chez votre concessionnaire.

#### Avertissement

Avant de conduire et de temps en temps pendant un trajet, vérifier que le chargement est fermement fixé, qu'il repose uniformément

(Suite)



Imprimé aux États-Unis  
Numéro de pièce 84909318

#### Avertissement (Suite)

entre les rails transversaux et n'obstrue pas les feux ni les glaces du véhicule. Ne jamais placer de chargement directement sur le toit du véhicule ni le laisser en suspension à l'arrière ou sur les côtés du véhicule. Ne jamais ajouter de chargement sans avoir préalablement installé correctement les rails transversaux et les autres accessoires conçus pour le transporter. Des blessures, la mort, des dégâts au véhicule ou d'autres dégâts matériels peuvent intervenir.



En cas de trajet long, sur route cahoteuse ou à grande vitesse, s'arrêter de temps en temps pour vérifier si le chargement reste en place.

#### Limites de poids du chargement

Ne pas dépasser le poids de chargement maximal supporté par le système de porte-bagages de toit. Cela comprend le poids des rails transversaux et de tout autre accessoire utilisé pour transporter le chargement, comme des porte-vélos ou des coffres de toit.

©2020 General Motors LLC. Tous droits réservés.

5500903

Insert to the 2020 GMC Terrain/Terrain Denali Owner's Manual - 2020 - Insert - 1/17/20

## 2

Pour tous les niveaux de finition, sauf Denali, le poids de chargement maximal autorisé sur le système de porte-bagages de toit est de 100 kg (220 lb).

Pour la version Denali, le poids maximal est le suivant :

#### Traction avant

- Avec toit ouvrant : 40 kg (88 lb)
- Sans toit ouvrant : 65 kg (143 lb)

#### Traction intégrale

- Avec toit ouvrant : 25 kg (55 lb)
- Sans toit ouvrant : 50 kg (110 lb)

#### Avertissement

Ne jamais charger le porte-bagages de toit avec un poids supérieur à celui qui est spécifié dans cette section ou dans les instructions accompagnant les rails transversaux et d'autres accessoires de porte-bagages de toit. Si différents poids sont mentionnés dans différentes instructions, ne tenir compte que du plus léger. L'ajout de chargement sur le porte-bagages de toit élève le centre de gravité du véhicule. Pour éviter de perdre le contrôle du véhicule en transportant du chargement sur le porte-bagages de toit, éviter les vitesses élevées, les démarrages soudains, les virages serrés, le freinage soudain ou toute manœuvre brusque.

Le poids de tout chargement transporté sur le système de porte-bagages de toit doit être inclus dans le calcul du poids chargé du véhicule. Ne pas dépasser la capacité maximale du véhicule en le chargeant, en tenant compte du chargement transporté sur le système de porte-bagages de toit, des passagers et du chargement transporté dans le véhicule. Pour plus d'informations concernant la capacité et le chargement du véhicule, consulter les limites de charge du véhicule.

5500905

# Customer Satisfaction Program

## N192281640 Owner Manual Indicates Incorrect Maximum Roof Cargo Load



### 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 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, whenever a vehicle subject to this program enters your vehicle inventory or is in your facility for service through February 28, 2022 you must take the steps necessary to be sure the program correction has been made before selling or releasing 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 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**

# Customer Satisfaction Program

## N192281640 Owner Manual Indicates Incorrect Maximum Roof Cargo Load



February 2020

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

Dear General Motors Customer:

We have learned that your 2020 model year GMC Terrain Denali may have a condition where the owner manual lists an incorrect roof cargo load specification.

Your satisfaction with your Terrain Denali 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 print and install an insert in your owner manual. This service will be performed for you at **no charge until February 28, 2022.**

**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.

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)
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 update your owner manual 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 Terrain Denali provides you many miles of enjoyable driving.

Neelie O'Connor  
Global Executive Director  
Customer Experience Operations

Enclosure  
N192281640