

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5341
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 26, 2020
Subject: A202296160 - Service Update
Front License Plate Bracket Missing
Models: 2020 Chevrolet Trax
To: All General Motors Dealers

General Motors is releasing Service Update A202296160 today. The total number of U.S. vehicles involved is approximately 3,606. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated February 27, 2020 or sooner. 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

Service Update

A202296160 Front License Plate Bracket Missing



Release Date: February 2020

Revision: 00

Attention: This service update involves vehicles in dealer inventory only and will expire February 28, 2021.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Trax	2020	2020		

This service update should be performed on vehicles in dealer inventory only. 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 2020 model year Chevrolet Trax vehicles may have been shipped without a front license plate bracket attachment.
Correction	Dealers are to place the front license plate bracket attachment in the loose ship items bag.

Parts

Quantity	Part Name	Part No.
1	Front License Plate Bracket	94533706

Important: Due to limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.

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
9104999	Install Front License Plate Attachment Package in Vehicle	0.1	ZFAT	N/A

Service Procedure

Place the front license plate bracket attachment package in the loose ship items bag located in the rear compartment of the vehicle.

Dealer Responsibility

Dealers must take the steps necessary to ensure that the service update correction has been made to all involved vehicles in dealer inventory before selling or dealer-trading the vehicle, but no later than February 28, 2021.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin 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.

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.



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