

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5343
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 27, 2020

Subject: N192285050 - Customer Satisfaction Program
Front Passenger Seat Cushion Frames with Incorrect or Missing
Adjuster Stops

Models: 2016-2018 Chevrolet Silverado LD
2017-2018 Chevrolet Silverado HD
2016-2019 Chevrolet Suburban
2016-2019 Chevrolet Tahoe
2016-2018 GMC Sierra LD
2017-2018 GMC Sierra HD
2016-2018 GMC Yukon
2016-2019 GMC Yukon XL

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N192285050 today. The total number of U.S. vehicles involved is approximately 189. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in mid-March 2020.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated February 28, 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

Customer Satisfaction Program

N192285050 Front Passenger Seat Cushion Frames with Incorrect or Missing Adjuster Stops



Release Date: February 2020

Revision: 00

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

| Make | Model | Model Year | | RPO | Description |
|-----------|--------------|------------|------|-----|-------------|
| | | From | To | | |
| Chevrolet | Silverado LD | 2016 | 2018 | | |
| | Silverado HD | 2017 | 2018 | | |
| | Suburban | 2016 | 2019 | | |
| | Tahoe | 2016 | 2019 | | |
| GMC | Sierra LD | 2016 | 2018 | | |
| | Sierra HD | 2017 | 2018 | | |
| | Yukon | 2016 | 2018 | | |
| | Yukon XL | 2016 | 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 2016-2019 model year Chevrolet Silverado LD, Silverado HD, Suburban, Tahoe, GMC Sierra LD, Sierra HD, Yukon and Yukon XL vehicles that had the front passenger seat cushion frame previously replaced, may not have had the adjuster stops transferred and are missing on the replacement part. The front passenger seat may be in a position beyond the occupant design travel range. |
| Correction | Dealers are to inspect the front passenger seat tracks for the presence of both adjuster stops and install missing adjuster stops if necessary. |

Parts

| Quantity | Part Name | Part No. |
|-------------|----------------------------|----------|
| As Required | Stop – Front Seat Adjuster | 13590145 |

It is estimated that 189 involved vehicles may fail the inspection and require part replacement. **Current inventory levels indicate that some dealers have repair parts in their inventory.** 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 for use as shelf stock.

Reminder: Parts may be removed from RIM management. 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 |
|-----------------|--|------------|-------------|----------|
| 9105016 | Inspect Front Passenger Seat for Adjuster Stop Installation (No Further Action Required) | 0.2 | ZFAT | N/A |
| 9105017 | Install Front Passenger Seat Adjuster Stop (Includes Inspection) | 0.2 | | |
| 9105018 | Customer Reimbursement Approved | - | | |
| | - For USA and Canada dealers only - For Export dealers only | N/A 0.2 | | |
| 9105019 | Customer Reimbursement Denied – For USA dealers only | N/A | | |

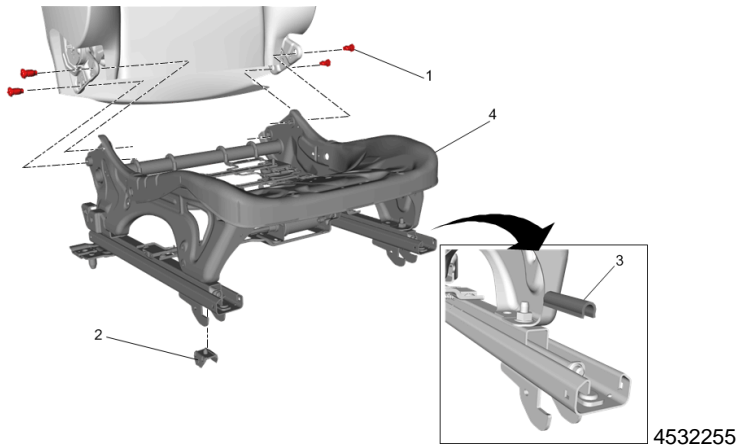
Service Procedure

NOTE: This repair procedure applies to the passenger side front seat only. The driver side seat does not require the adjuster stops.

1. Move the passenger front seat to the rearmost position.

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2. Inspect the front area of the inner and outer seat tracks for the presence of the plastic stop (3) (one per track – total of two per seat).
3. If either of the two stops are missing, install seat stops as required.

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 March 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, through March 31, 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 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 & Canada

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 for courtesy transportation program details.

Customer Notification

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

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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.

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by March 31, 2021. See General Motors Service Policies and Procedures Manual, Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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

N192285050 Front Passenger Seat Cushion Frames with Incorrect or Missing Adjuster Stops



March 2020

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

Dear General Motors Customer:

We have learned that your 2016-2019 model year Chevrolet Silverado LD, Silverado HD, Suburban, Tahoe, GMC Sierra LD, Sierra HD, Yukon and Yukon XL vehicles that had the front passenger cushion frame previously replaced, may not have had the adjuster stops transferred and are missing on the replacement part. The front passenger seat may be in a position beyond the occupant design travel range.

Your satisfaction with your GM vehicle is very important to us, so we are announcing a program to fix this condition.

What We Will Do: Your GM dealer will inspect the front passenger seat tracks for the presence of both adjuster stops and install missing adjuster stops if necessary. This service will be performed for you at **no charge until March 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.

Reimbursement: Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by March 31, 2021, unless state law specifies a longer reimbursement period.

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 |
| 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
Global Executive Director
Customer Experience Operations

Enclosure
N192285050