

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5374  
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 7, 2020

Subject: N202299641 - Emission Recall  
NOx Emissions May Exceed Allowed Limits

Models: 2019 Chevrolet Silverado 4500HD/5500HD/6500HD Trucks  
2020 Chevrolet Silverado 4500HD/5500HD/6500HD Trucks

To: All General Motors Medium Duty Dealers

General Motors is releasing Emission Recall N202299641 today. The total number of U.S. vehicles involved is approximately 11,054. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery March 3, 2020, under Field Action # N202299640. Once the service procedure contained in bulletin # N202299641 has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

**Customer Letter Mailing**

The customer letter mailing will be scheduled in the near future.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated at approximately 5:30pm EST today (April 7<sup>th</sup>). When updated, IVH will show the new Emission Recall (N202299641) in "open" status, and the Stop Delivery (N202299640) in "closed" status. 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

# Product Emission Recall

## N202299641 NOx Emissions May Exceed Allowed Limits



Release Date: April 2020

Revision: 00

<b>Attention:</b>	<p>Vehicles involved in this recall were placed on stop delivery March 3, 2020 under N202299640. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.</p> <p><b>ONLY Chevrolet Medium Duty dealers can complete this recall repair.</b></p>
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Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 4500HD/5500HD/6500HD	2019	2020	L5D	Duramax 6.6L Diesel Turbo V8

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>	General Motors has decided to conduct a voluntary emissions recall involving certain 2019-2020 Chevrolet Silverado 4500HD/5500HD/6500HD vehicles equipped with a 6.6L diesel engine. These vehicles have been certified to meet California and Federal emissions standards and may be releasing air pollutants which exceed these standards.
<b>Correction</b>	Dealers are to reprogram the Engine Control Module (ECM) with corrected software.

### Parts

No parts are required for this repair.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104844*	Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration	0.2	ZFAT	N/A
9104845*	Engine Control Module Reprogramming with SPS	0.3		
9105077	Floor Plan Reimbursement – NEW INVENTORY ONLY	N/A		**

\* **Important:** To avoid warranty transaction rejections, carefully read and follow the instructions below:

- The SPS Warranty Claim Code must be accurately entered in the “SPS Warranty Claim Code” field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the “Correction” field on the job card. Dealers must also enter one of the codes in the “SPS Warranty Claim Code” field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS.

### Warranty Claim Code Information Retrieval

If the SPS Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS system as follows:

- Open TIS on the computer used to program the vehicle.
- Select and start SPS.
- Select Settings.
- Select the Warranty Claim Code tab.

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

Note: To avoid having to “H” route the floor plan transaction for approval, it must be submitted prior to the repair transaction.

### Floor Plan Reimbursement – NEW INVENTORY ONLY

\*\* **USA Only** - Vehicles eligible for floor plan reimbursement are to submit the amount in “Net Item” and should represent the product of the vehicle’s average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from

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the date of the stop delivery message (March 3, 2020) to the date the repair is completed and the vehicle is ready for sale (not to exceed 38 days):

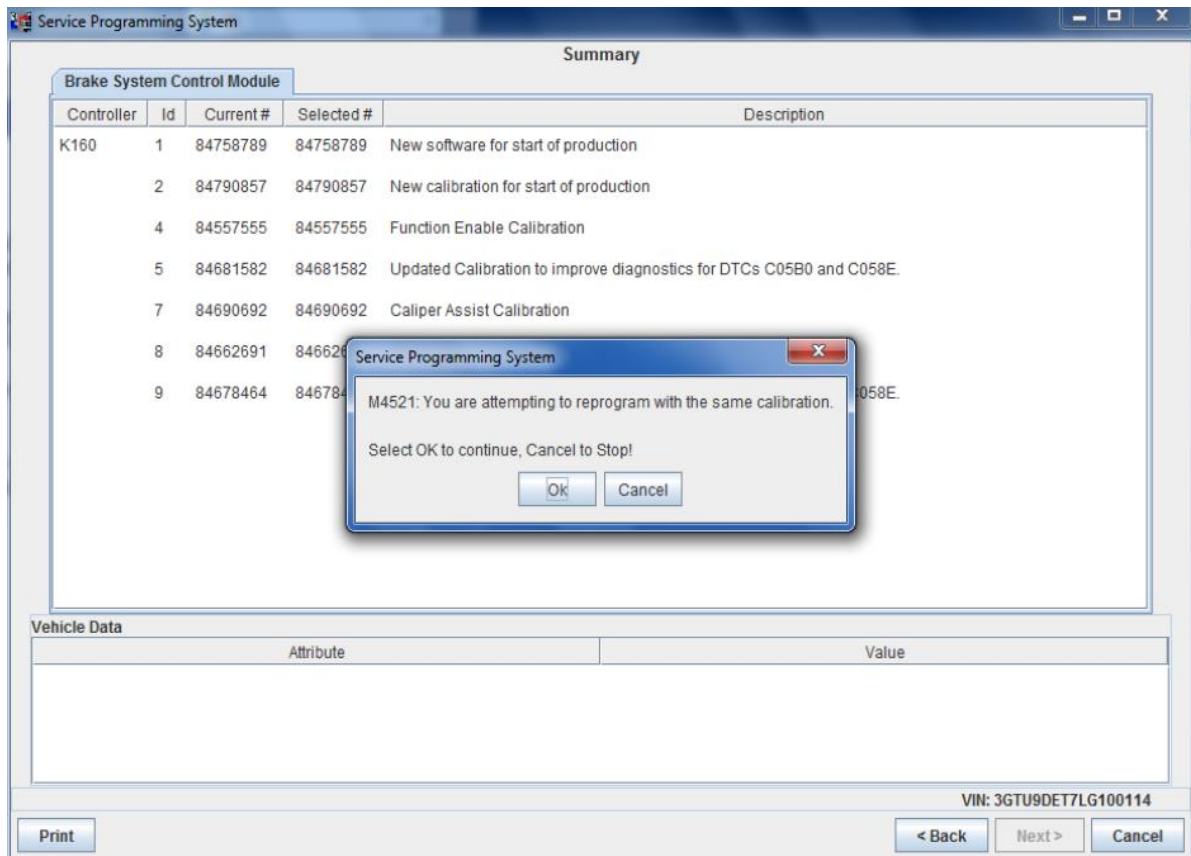
Vehicle	Floor Plan Reimbursement Amount
	USA
2019 Chevrolet Silverado 4500HD/5500HD/6500HD	\$10.20
2020 Chevrolet Silverado 4500HD/5500HD/6500HD	\$10.20

### Service Procedure

**Caution:** Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

**Important:** Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to [www.gmdesolutions.com](http://www.gmdesolutions.com) for further information. If not available, connect a fully charged 12V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.



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**Important:** TIS2WEB screen shown. Techline Connect screen is similar and will be included in the near future.

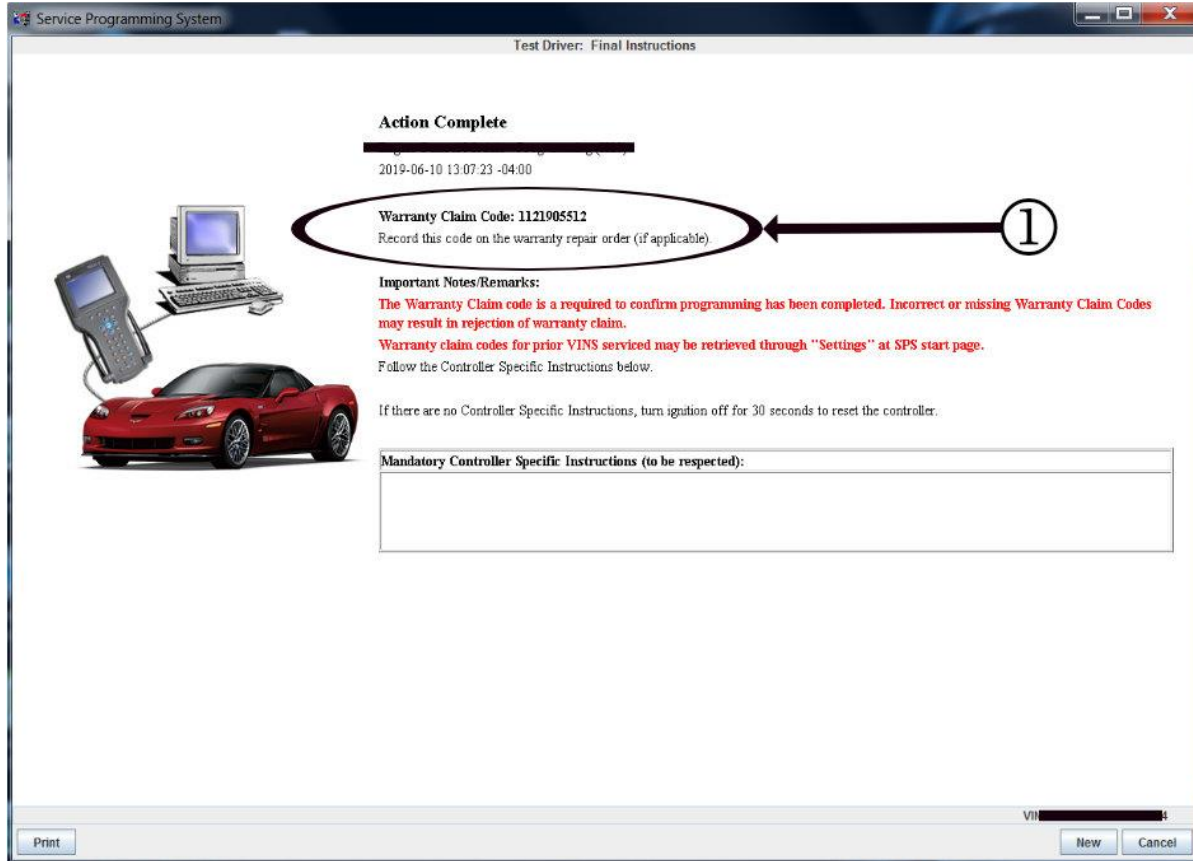
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**Important:** If the Same Calibration/Software Warning is noted on the SPS screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

1. Reprogram the Engine Control Module. Refer to *K20 Engine Control Module: Programming and Setup* in SI. Modify as required



**Important:** TIS2WEB screen shown. Techline Connect screen is similar and will be included in the near future.

**Important:** To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the SPS Warranty Claim Code (WCC) screen on the job card. Refer to callout 1 above for the location of the WCC on the SPS screen.

2. Record SPS Warranty Claim Code on job card for warranty transaction submission.
3. CALIFORNIA VEHICLES ONLY: Complete a "Proof of Correction" certificate and provide to the vehicle owner upon recall completion.

### Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall 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 recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

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Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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. Recall 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 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.

**\*\*\*THE FOLLOWING 2 PARAGRAPHS ARE NOT FOR CANADA OR EXPORT\*\*\***

When a California emissions recall is completed by a GM dealer, the dealer must provide the vehicle owner a "Proof of Correction Certificate" which the owner may need to present to the California Department Of Motor Vehicles (DMV) when renewing their vehicle registration. Without this correction certificate, the owner may be unable to renew their vehicle registration.

Additional Certificates can be obtained, at no charge, from the 1Store application in GlobalConnect. Request GM Item Number 1825 when ordering.

### 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 recall 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 recall.

### Customer Notification

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

In order to ensure full protection under the emission warranty, and the right to participate in future recalls, the customer notification letter recommends that customers have their vehicles serviced as soon as possible. It also advises that failure to do so could legally be determined to be lack of proper maintenance. The vehicle may fail a state or local emission inspection test if the recall work is not completed.

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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**

# Product Emission Recall

## N202299641 NOx Emissions May Exceed Allowed Limits



April 2020

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

Dear General Motors Customer:

This notice is sent to inform you that General Motors is conducting a voluntary emission recall that includes your vehicle.

**Reason For This Recall:** Your 2019 – 2020 model year Chevrolet Silverado 4500HD/5500HD/6500HD vehicle, equipped with a 6.6L, 8 Cylinder Diesel engine has been certified to meet California and Federal emissions standards and may be releasing air pollutants which exceed these standards.

**What Will Be Done:** Your GM dealer will reprogram the engine control module, (ECM). This service will be performed for you at **no charge**. Eligibility for this service will not be denied solely due to your 2019 – 2020 model year Chevrolet Silverado 4500HD/5500HD/6500HD vehicle having non-GM parts or repairs performed by outlets other than a GM franchised dealer.

**How Long Will The Repair Take?** Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 20 minutes.

**What You Should Do:** Please contact your GM dealer as soon as possible to arrange a service date. Instructions for making this correction have been sent to your dealer. Please ask your dealer if you wish to know how much time will be needed to schedule, process, and repair your vehicle.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	
GM Medium Duty Truck	1-800-862-4389	

**Emission Warranty Information:** In order to assure your full protection under the emission warranty provisions, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could legally be determined as lack of proper maintenance of your vehicle. Failure to reprogram the engine control module may cause your vehicle to fail a state or local emission inspection or I/M smog check test.

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### IMPORTANT MESSAGE FOR CALIFORNIA RESIDENTS

The California Air Resources Board (CARB) requires vehicle emission recalls be completed prior to California registration renewal. Uncorrected emission recalls will result in the inability to renew your California vehicle registration.

At the time of emission recall completion, your California dealer will issue a "Proof of Correction Certificate". Keep this certificate and, if required, present it to the Department of Motor Vehicles when renewing your California registration as proof of recall completion.

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We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your continued satisfaction with our products.

Maryann L. Combs  
Vice President  
Global Vehicle Safety

N202299641