

# Customer Satisfaction Program

## N192264451 Premature Brake Wear Notification



**Release Date:** April 2020

**Revision:** 02

**Revision Description:** This bulletin had the warranty information table revised. Please discard all previous copies of bulletin N192264451.

**Attention:** This program is in effect until April 30, 2022.

| Make      | Model                      | Model Year |      | RPO | Description   |
|-----------|----------------------------|------------|------|-----|---|
|           |                            | From       | To   |     |   |
| Chevrolet | Silverado 1500 (New Model) | 2019       | 2019 | JBP | Brake Lining Wear System Life Span Prognostic Indicator |
| GMC       | Sierra 1500 (New Model)    |            |      |     |   |

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 2019 model year Chevrolet Silverado 1500 (New Model), or GMC Sierra 1500 (New Model) vehicles equipped with the Brake Lining Wear System Life Span Prognostic Indicator, (RPO JBP), may have a condition in which the software calculation that is reported to the driver's information center may be 16X faster than what the brake pads are actually experiencing. |
| <b>Correction</b> | Dealers will reprogram the brake system control module (BSCM) and if necessary, replace the brake pads.  |

### Parts

| Quantity | Part Name        | Part No. |
|----------|------------------|----------|
| 1        | FRONT BRAKE PADS | 84693645 |
| 1        | REAR BRAKE PADS  | 84474063 |

Note: Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which brake pads to order.

Important: Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock. Parts should only be ordered when inspection determines that it is necessary to replace.

**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 |
|-----------------|---|--|-------------|----------|
| 9104851*        | Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration<br><b>For Vehicles with LESS than 6000 miles / 10,000 kilometers</b>  | 0.2  | ZFAT        | N/A      |
| 9104722*        | Brake System Control Module Reprogramming with SPS Only<br><b>For Vehicles with LESS than 6000 miles / 10,000 kilometers</b>  | 0.3  |             |          |
| 9104721*        | Verified Brake System Control Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration (Includes Brake Pad Wear Sensor Inspection)<br><b>For Vehicles with MORE than 6000 miles / 10,000 kilometers</b> | 0.6  |             |          |
|                 | <b>ADD:</b> Replace Front Brake Pads  | 0.4  |             |          |
|                 | <b>ADD:</b> Replace Rear Brake Pads   | 0.7  |             |          |
| 9104723*        | <b>ADD:</b> Replace Front and Rear Brake Pads   | 0.8  |             |          |
|                 | Brake System Control Module Reprogramming with SPS and Brake Pad Wear Sensor Inspection<br><b>For Vehicles with MORE than 6000 miles / 10,000 kilometers</b>  | 0.7  |             |          |
|                 | <b>ADD:</b> Replace Front Brake Pads  | 0.4  |             |          |
|                 | <b>ADD:</b> Replace Rear Brake Pads   | 0.7  |             |          |
|                 | <b>ADD:</b> Replace Front and Rear Brake Pads   | 0.8  |             |          |
|                 | 9105007   | Customer Reimbursement Approved<br>- For USA and Canada dealers only | N/A         | **       |

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|         |  |     |  |     |
|---------|--|-----|--|-----|
|         | - For Export dealers only                            | 0.2 |  |     |
| 9105008 | Customer Reimbursement Denied – For USA dealers only | N/A |  | *** |

\* 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:

1. Open TIS on the computer used to program the vehicle.
2. Select and start SPS.
3. Select Settings.
4. 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.

### Service Procedure for Vehicles with under 6000 miles

**Note:** 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 12 V 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.

# Customer Satisfaction Program

## N192264451 Premature Brake Wear Notification



The screenshot shows the Service Programming System (SPS) Summary screen for the Brake System Control Module. A warning dialog box is displayed over the table, indicating a calibration conflict.

| Controller | Id | Current # | Selected # | Description  |
|------------|----|-----------|------------|--|
| K160       | 1  | 84758789  | 84758789   | New software for start of production                                 |
|            | 2  | 84790857  | 84790857   | New calibration for start of production                              |
|            | 4  | 84557555  | 84557555   | Function Enable Calibration  |
|            | 5  | 84681582  | 84681582   | Updated Calibration to improve diagnostics for DTCs C05B0 and C058E. |
|            | 7  | 84690692  | 84690692   | Caliper Assist Calibration   |
|            | 8  | 84662691  | 84662691   |  |
|            | 9  | 84678464  | 84678464   |  |
|            |    |           |            |  |
|            |    |           |            |  |

Warning Dialog Box:

Service Programming System

M4521: You are attempting to reprogram with the same calibration.

Select OK to continue, Cancel to Stop!

Buttons: OK, Cancel

Vehicle Data Table:

| Attribute | Value |
|-----------|-------|
|-----------|-------|

VIN: 3GTU9DET7LG100114

Buttons: Print, < Back, Next >, Cancel

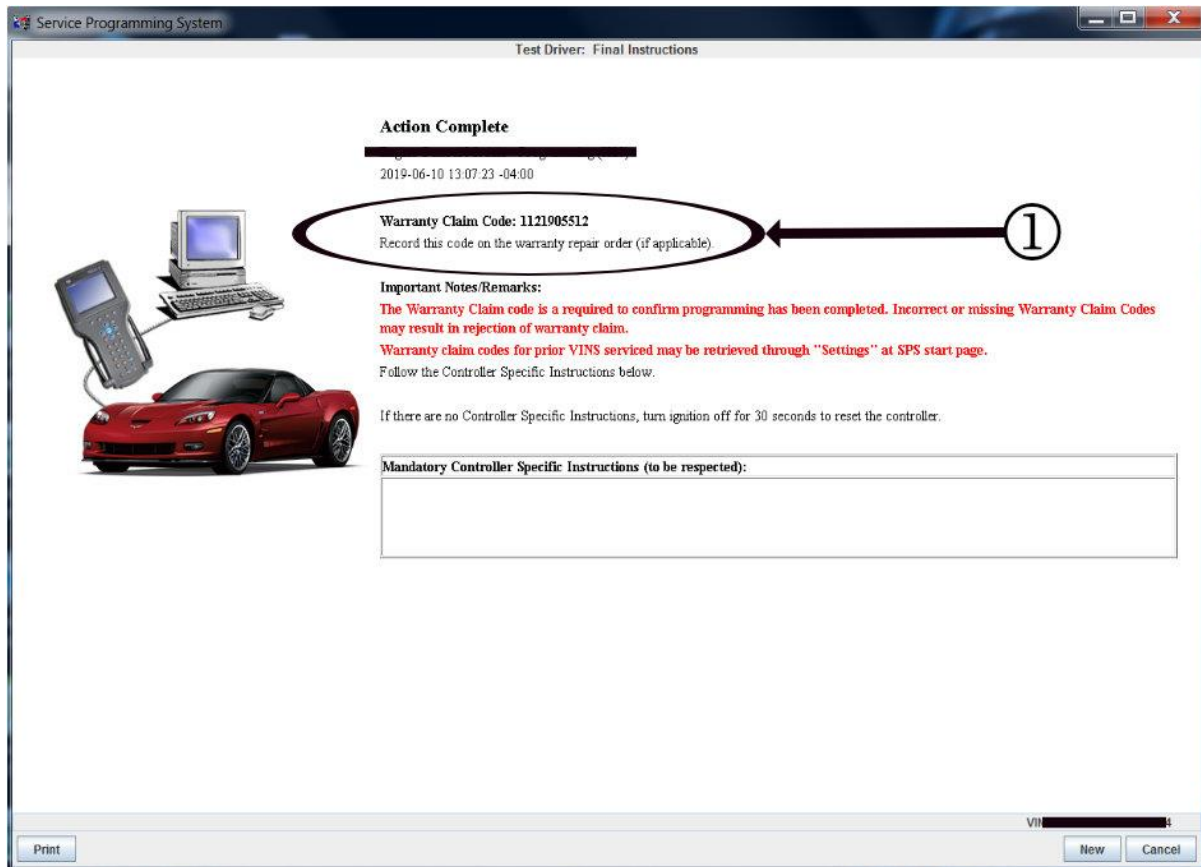
5431207

**Note:** 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 Brake System Control Module. Refer to *K160 Brake System Control Module Programming and Setup* in SI.

# Customer Satisfaction Program

## N192264451 Premature Brake Wear Notification



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**Note:** 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. Reset the Brake Pad Life Monitoring System to 100% using GDS2.
3. Record SPS Warranty Claim Code on job card for warranty transaction submission.

### Service Procedure for Vehicles with over 6000 miles

**Note:** 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 12 V 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.

# Customer Satisfaction Program

## N192264451 Premature Brake Wear Notification



The screenshot shows the Service Programming System (SPS) Summary screen for the Brake System Control Module. The main window displays a table of calibration items for controller K160. A warning dialog box is overlaid on the screen, indicating a conflict with the selected calibration.

| Controller | Id | Current # | Selected # | Description  |
|------------|----|-----------|------------|--|
| K160       | 1  | 84758789  | 84758789   | New software for start of production                                 |
|            | 2  | 84790857  | 84790857   | New calibration for start of production                              |
|            | 4  | 84557555  | 84557555   | Function Enable Calibration  |
|            | 5  | 84681582  | 84681582   | Updated Calibration to improve diagnostics for DTCs C05B0 and C058E. |
|            | 7  | 84690692  | 84690692   | Caliper Assist Calibration   |
|            | 8  | 84662691  | 84662691   |  |
|            | 9  | 84678464  | 84678464   |  |

**Service Programming System**  
M4521: You are attempting to reprogram with the same calibration.  
Select OK to continue, Cancel to Stop!  
OK Cancel

**Vehicle Data**

| Attribute | Value |
|-----------|-------|
|-----------|-------|

VIN: 3GTU9DET7LG100114

Print < Back Next > Cancel

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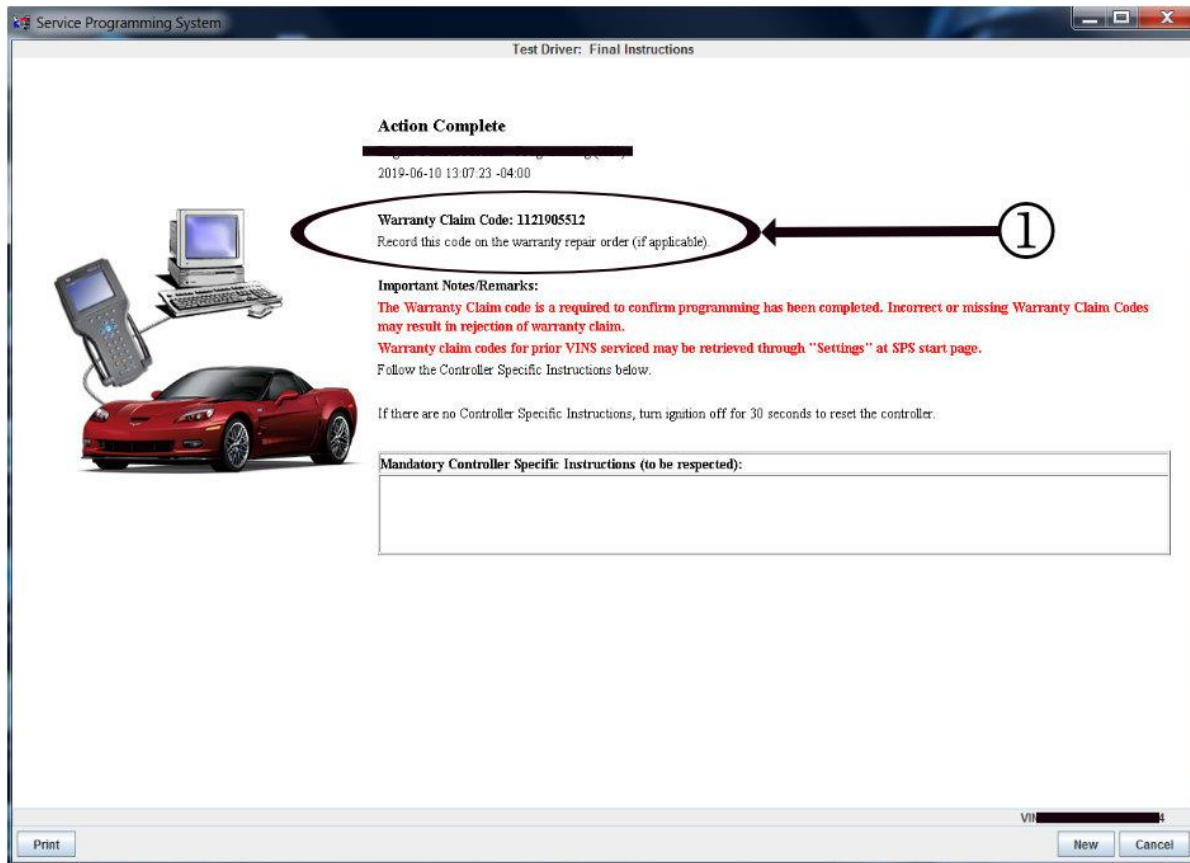
**Note:** If the Same Calibration/Software Warning is noted on the SPS screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. After programming, continue to step 3. Refer to the Warranty section of the bulletin.

1. Reprogram the Brake System Control Module. Refer to *K160 Brake System Control Module Programming and Setup* in SI.



# Customer Satisfaction Program

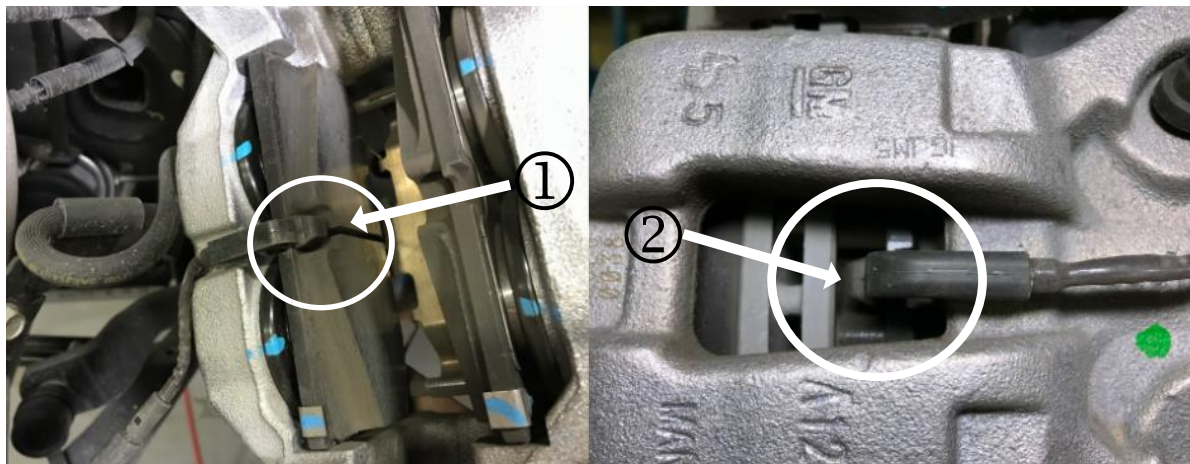
## N192264451 Premature Brake Wear Notification



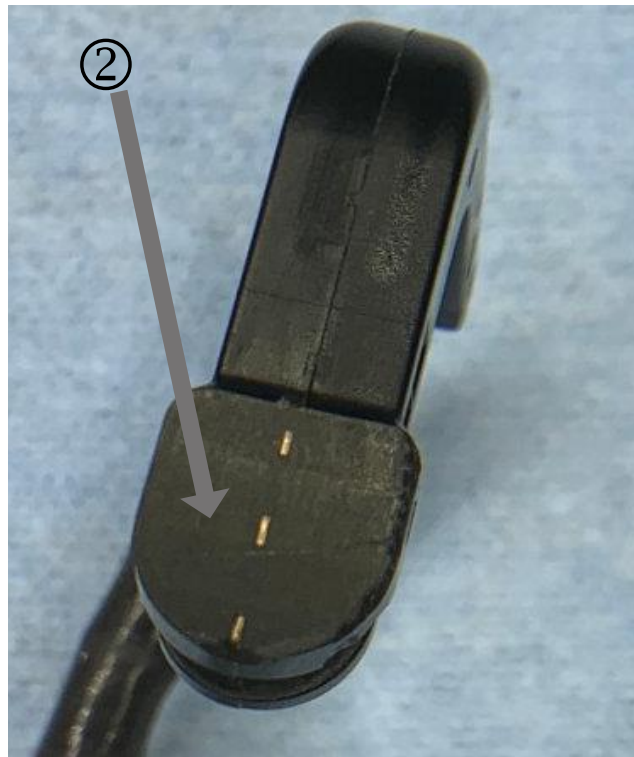
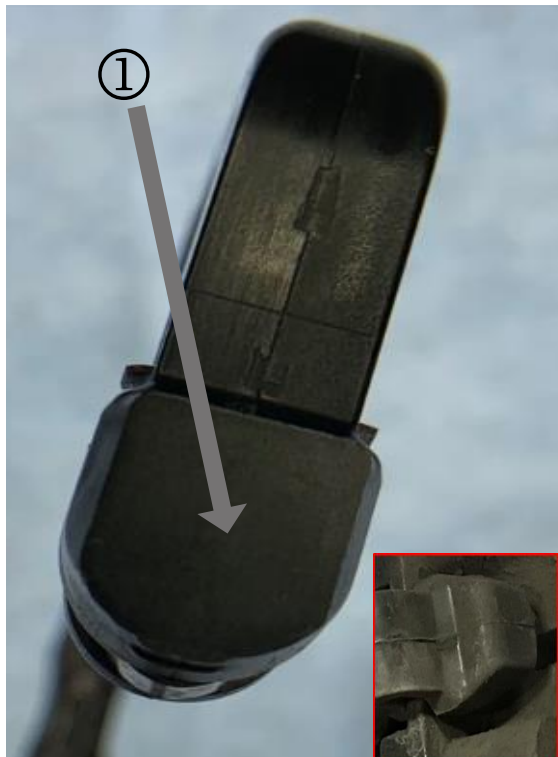
5431209

**Note:** 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.

- Record SPS Warranty Claim Code on job card for warranty transaction submission.
- Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
- Remove the tire and wheel assemblies for inspection as follows:
  - Driver side front and rear. Refer to *Tire and Wheel Removal and Installation* in SI.



- Inspect the brake pad wear sensors on both the front (1) and rear (2) brake pads. Remove the front brake caliper to gain a clear view of the brake pad wear indicator for inspection as shown.



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- If there is ANY wear on the brake pad wear sensors or if the sensors are contacting the rotor (3), replace the brake pads associated with the affected axle (front, rear or both) and continue to step 6. Example of a good brake pad wear sensor (1) and a worn brake pad sensor (2) shown above.
  - If there is NO wear on the brake pad wear sensors, continue to step 7.
6. Replace the front, rear or both disc brake pads depending on the axle set that shows sensor wear. Refer to *Front Disc Brake Pads Replacement* and *Rear Disc Brake Pads Replacement* in SI.
  7. Install the front caliper. Refer to *Front Brake Caliper Replacement* in SI for torque specification.
  8. Install the tire and wheel assemblies. Refer to *Tire and Wheel Removal and Installation* in SI.
  9. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

# Customer Satisfaction Program

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10. Reset the Brake Pad Life Monitoring System to 100% using GDS2.

### 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 April 30, 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 April 30, 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).

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 April 30, 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

## N192264451 Premature Brake Wear Notification



April 2020

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

Dear General Motors Customer:

We have learned that your 2019 model year Chevrolet Silverado 1500 or GMC Sierra 1500 may have a condition in which the software calculation for brake pad wear that is reported to the driver's information center may be 16X faster than what the brake pads are actually experiencing.

Your satisfaction with your Silverado 1500 or Sierra 1500 is very important to us, so we are announcing a program to fix this condition.

**What We Will Do:** Your GM dealer will reprogram the brake system control module and if necessary, replace the brake pads. This service will be performed for you at **no charge until April 30, 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 April 30, 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  
N192264451-01

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5379  
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 21, 2020

Subject: N192264451-02 – Customer Satisfaction Program  
Premature Brake Wear Notification  
Revised Warranty information

Models: 2019 Chevrolet Silverado 1500 (New Model)  
2019 GMC Sierra 1500 (New Model)

Equipped with Brake Lining Wear System Life Span Prognostic  
Indicator (RPO JBP)

To: All General Motors Dealers

This bulletin had the warranty information table revised. Please discard all  
previous copies of bulletin N192264451.

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS