

Customer Satisfaction Program

N202294960 Incorrect Leaf Springs



Release Date: May 2020

Revision: 00

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

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 2500/3500 HD	2020	2020		
GMC	Sierra 2500/3500 HD	2020	2020		

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 Silverado and GMC Sierra 2500 series trucks may have been built with 3500 series single rear wheel leaf springs. In service, if a single leaf spring were to be replaced, a 2500 series spring could be installed which would cause the vehicle to have mismatching springs.
Correction	Dealers are to replace with the correct rear leaf springs.

Parts

Quantity	Part Name	Part No.
2	SPRING ASM-RR LEAF	84712495
4	BOLT U	11610960
8	WASHER-FLAT	11609637
8	NUT	11546370
2	BOLT/SCREW	11602394
2	NUT U	11549123

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.

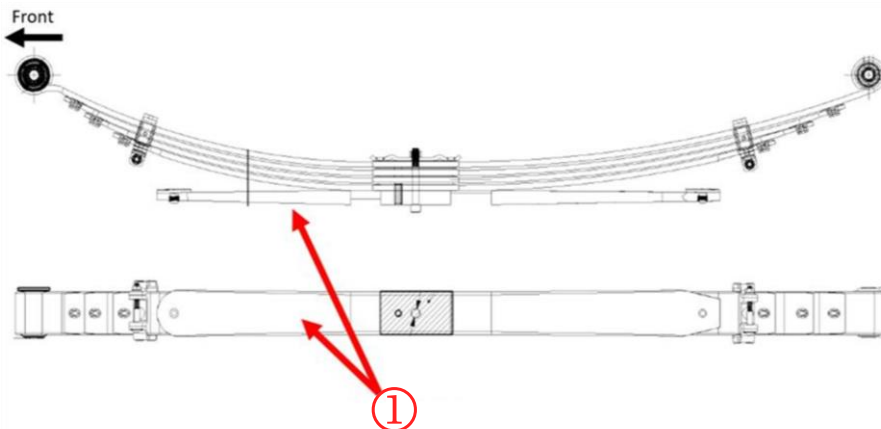
It is estimated that only 17 involved vehicles will require parts replaced. **Due to the small number of vehicles anticipated that will need this fix and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105114	Inspect Rear Leaf Springs-No Further Action Required	0.3	ZFAT	N/A
9105115	Replace Rear Leaf Springs-Both Sides-Includes Inspection	2.1	ZFAT	N/A

Service Procedure

- Inspect the rear leaf springs for the correct part number:



5601060

Note: The part number is stenciled in yellow and stamped in the metal on the bottom of the helper spring.

- 1.1. If rear leaf spring part number 84712495 is NOT installed, continue to step 2.

Customer Satisfaction Program

N202294960 Incorrect Leaf Springs



1.2. If the rear leaf springs have part number 84712495 installed, no further action required.

Important: When replacing the rear leaf springs, leave the leaf spring stops installed.

2. Replace both rear leaf springs. Refer to *Rear Leaf Spring Replacement* in SI.

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 May 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 May 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).

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**

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May 2020

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

Dear General Motors Customer:

We have learned that your 2020 model year Chevrolet Silverado 2500 HD or GMC Sierra 2500 HD vehicle may have been built with 3500 series single rear wheel leaf springs. In service, if a single leaf spring were to be replaced, a 2500 series spring could be installed which would cause the vehicle to have mismatching springs.

Your satisfaction with your Silverado 2500 HD or Sierra 2500 HD is very important to us, so we are announcing a program to fix this condition.

What We Will Do: Your GM dealer will replace the correct rear leaf springs. This service will be performed for you at **no charge until May 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.

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

N202294960

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5387
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 8, 2020

Subject: N202294960 - Customer Satisfaction Program
Incorrect Leaf Spring

Models: 2020 Chevrolet Silverado 2500 HD
2020 GMC Sierra 2500 HD

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N202294960 today. The total number of U.S. vehicles involved is approximately 15. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on May 21, 2020.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated May 9, 2020 or sooner. There are no known vehicles in dealer inventory. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS