

GLOBAL SAFETY FIELD INVESTIGATIONS
Direct to Dealer Message
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 11, 2020

Subject: N202298330 - Customer Satisfaction Program
High Idle Feature Not Available

Models: 2020 Chevrolet Silverado HD equipped with High Idle Feature (RPO
UF3)
2020 GMC Sierra HD equipped with High Idle Feature (RPO UF3)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N202298330 today. The total number of U.S. vehicles involved is 3. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on May 25, 2020.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated May 12, 2020 or sooner. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Customer Satisfaction Program

N202298330 High Idle Feature Not Available



Release Date: May 2020

Revision: 00

Attention: Please note, there are only 3 vehicles involved in this field action. The VINs are below:
1GC1YLEY0LF123442
1GC4YSE74LF179513
1GT49LE78LF163253
This program is in effect until May 31, 2022

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado HD	2020	2020	UF3	High Idle Feature
GMC	Sierra HD				

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 Chevrolet Silverado HD and GMC Sierra HD vehicles were intended to include a high idle feature, (RPO UF3). Equipment not included on the vehicle is required for the "high idle" feature to function properly. Because the vehicle does not have the required equipment, this feature cannot be activated and will not be available for use.
Correction	Dealers will issue the customer a reimbursement check.

Parts

No parts are required.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105111	Customer Reimbursement Check Issued	N/A	ZFAT	*

* Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. The amount identified in Net Item is the \$200.00 USD, (\$240 CAD) dealer check issued to a customer. Record the check number in the Invoice Number field. Record the VIN on the check. Submit \$20.00 administrative allowance in Net/Admin Allowance.

Service Procedure

Issue the customer a reimbursement check in the amount of \$200.00 (USD), \$240 (CAD). Record the check number in the Invoice Number field and record the VIN on the check.

Dealer Responsibility

Dealers are to provide the first owner of involved vehicles with a reimbursement check in the amount of \$200 USD / \$240 CAD.

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.

Customer Notification

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

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

N202298330 High Idle Feature Not Available



May 2020

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

Dear General Motors Customer:

We have learned that your 2020 model year Chevrolet Silverado HD or GMC Sierra HD vehicle was intended to include a high idle feature. Equipment not included on your vehicle is required for the “high idle” feature to function properly. Because your vehicle does not have the required equipment, this feature cannot be activated and will not be available for use.

Your satisfaction with your Chevrolet Silverado HD or GMC Sierra HD is very important to us, so we are announcing a program to reimburse customers for a feature that cannot be activated.

What We Will Do: Your <DIV_DLR> dealer will provide you with a reimbursement check in the amount of \$200 USD / \$240 CAD. This reimbursement is available to you until **May 31, 2022**.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to begin the reimbursement process.

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 sincerely regret any inconvenience or concern that this situation may cause you. 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

N202298330