

# Customer Satisfaction Program

## N192272400 Rear Wheels Lock At Low Speed



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 1500 (New Model)	2019	2019	MQE	8-Speed Automatic Transmission
GMC	Sierra 1500 (New Model)				
Chevrolet	Silverado 1500	2020	2020		
GMC	Sierra 1500				

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 2019-2020 model year Chevrolet Silverado and GMC Sierra vehicles, equipped with an 8-Speed Automatic Transmission, may have a condition where the rear wheels will lock up at low speeds. An intermittent short circuit is being caused by wire bonds moving under high current and thermal load, making contact with adjacent wire(s) in the transmission control module (TCM).
<b>Correction</b>	Dealers will replace the TCM.

### Parts

Quantity	Part Name	Part No.
1	Transmission Control Module (TCM)	24043411

**Note:** Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which transmission control module to order.

**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
9104824	Transmission Control Module (TCM) Replacement (includes programming)*	1.0	ZFAT	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:

- 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.

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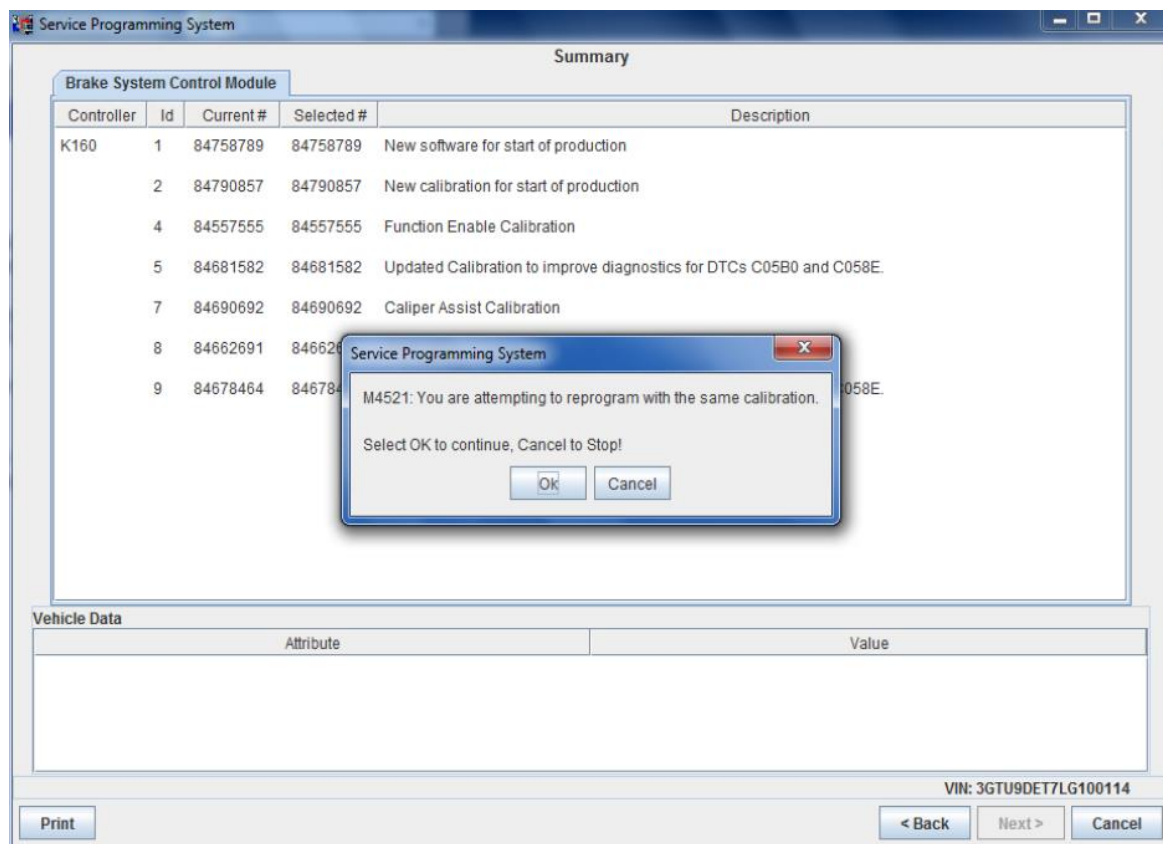


### Service Procedure

**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.

**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.



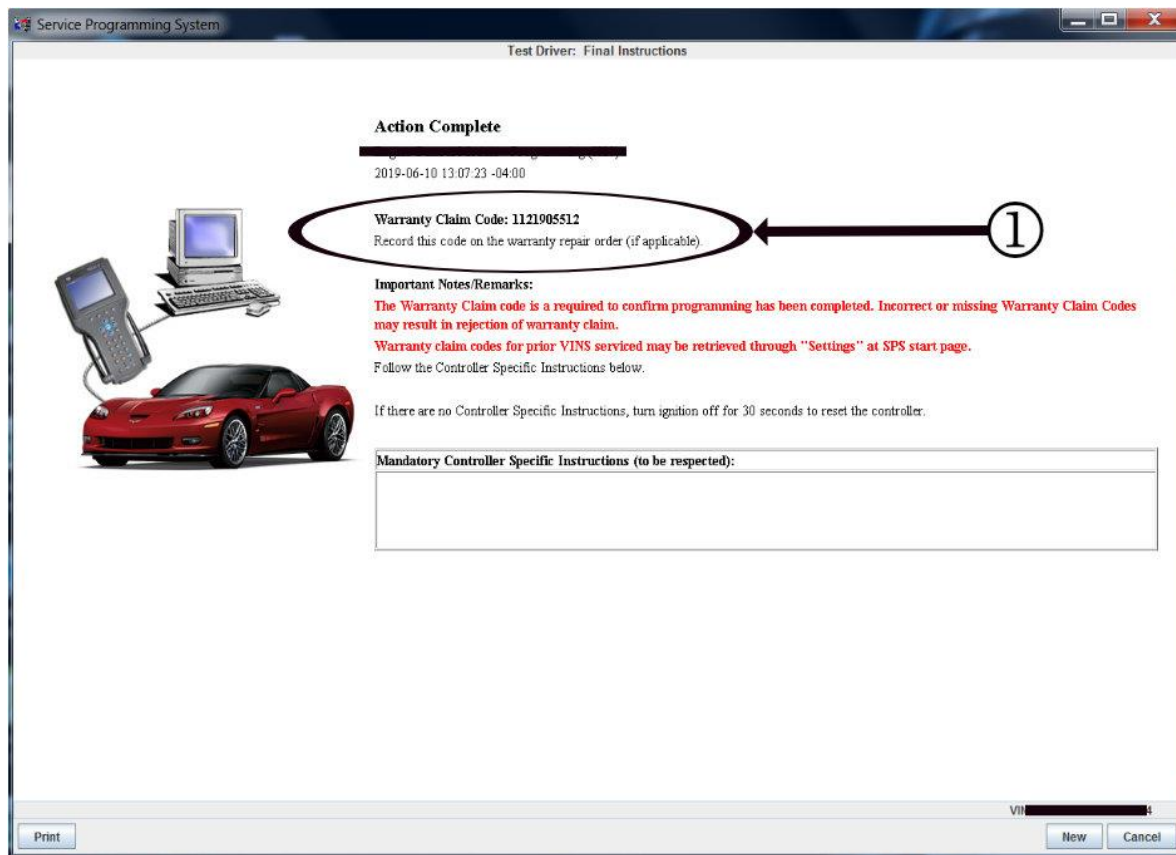
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**Note:** If the Same Calibration/Software Warning is noted on the SPS screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen.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

1. Replace the Transmission Control Module. Refer to *Transmission Control Module Replacement – 8L90 (MQE) transmission* on the *Control Module References* page in SI for instructions.
  - Be sure to complete TCM programming and setup after TCM replacement. Refer to *K71 Transmission Control Module: Programming and Setup (8L90 (MQE))* in SI for instructions.

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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. Record SPS Warranty Claim Code on job card for warranty transaction submission.

### 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 June 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 June 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.

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### 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**

# Customer Satisfaction Program

## N192272400 Rear Wheels Lock At Low Speed



June 2020

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

Dear General Motors Customer:

We have learned that your 2019-2020 model year Chevrolet Silverado or GMC Sierra, equipped with an 8-Speed Automatic Transmission, may have a condition where the rear wheels will lock up at low speeds. An intermittent short circuit is being caused by wire bonds moving under high current and thermal load, making contact with adjacent wire(s) in the transmission control module (TCM).

Your satisfaction with your Silverado or Sierra is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

**What We Will Do:** Your GM dealer will replace the transmission control module. This service will be performed for you at **no charge until June 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.

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  
Executive Director  
North America Contact Center Operations

N192272400

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5402  
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 20, 2020

Subject: N192272400 - Customer Satisfaction Program  
Rear Wheels Lock At Low Speed

Models: 2019 Chevrolet Silverado 1500 (New Model)  
2019 GMC Sierra 1500 (New Model)  
2020 Chevrolet Silverado 1500  
2020 GMC Sierra 1500

Equipped with 8-Speed Automatic Transmission (RPO MQE)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N192272400 today. The total number of U.S. vehicles involved is approximately 31,763. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on June 15, 2020.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated May 21, 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