

Service Update

N202306491 Goodwill for Repeat N202306490 Repair



Release Date: June 2020

Revision: 00

Attention: This bulletin expires June 30, 2021.

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

Purpose	<p>The purpose of this service update is to provide the customer with a goodwill gift to offset customer inconvenience, restore confidence in GM, and maintain loyalty to GM. The vehicles involved in this service update have previously had a hood assembly replacement under recall N192284960. These customers are now being asked to bring their vehicle back in for another hood replacement under Safety Recall N202306490. For their inconvenience, dealers are to offer the customer a selection of one of the available goodwill tools listed in this bulletin. Because each customer has unique preferences, please offer all options found in this bulletin to the customer and allow them to select the one that best suits their situation.</p> <p>Please note that not all vehicles in Safety Recall N202306490 are included in this service update. The goodwill offer described in this bulletin should be presented to the involved customer when they pick up their vehicle after having Safety Recall N202306490 performed on the vehicle.</p>
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Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105171	Close Service Update	0.1	ZFAT	N/A

GOODWILL OPTIONS

Note: Involved customers are to choose only ONE of the applicable options below.

For US dealers: Submit a Goodwill Request via the Aftersales Empowerment application located in the Service Workbench in GlobalConnect. In the comment section, enter "Service Update N202306490". After submitting the Goodwill Request, submit a transaction using the labor operation shown in the table above to close this service update.

For dealers who are not familiar with the Dealer Empowerment process, training is available on the Center of Learning application; Course Number: VWGDE.013D-0D; Course Name: An Introduction to the Dealer Aftersales Empowerment Portal.

Questions pertaining to Dealer Aftersales Empowerment Goodwill options should be directed to your dealership's Customer Experience Manager (CEM), or your GM District Manager – Aftersales (DMA).

For Canada dealers: Once the customer has decided which option they prefer, dealers are to contact ert@gm.com to advise of the customer's decision. Submit a transaction using the labor operation shown in the table above to close this service update.

Goodwill Option	Description
Accessories Certificate - US Service Reward Card – Canada	A certificate for accessories valued at \$500 US. For Canada, the equivalent option (\$500 CAD) will be offered in the form of a Service Reward Card to be used towards the purchase of accessories.
OnStar Safety & Security + Remote Access Plan 12-month Subscription	A 12-month OnStar subscription will be activated.

Dealer Responsibility

Dealers should only offer this goodwill gift to customers who present their vehicles for recall repair under Safety Recall N202306490, "Hood Striker Fracture" before June 30, 2021. This goodwill gift should not be offered where subject vehicles are presented for lease turn in or trade-in. Close the SUB with the above referenced labor code.

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.



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DCS5419
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 9, 2020

Subject: N202306491 – Service Update
Goodwill for Repeat N202306490 Repair

Models: 2020 Chevrolet Silverado 2500/3500
2020 GMC Sierra 2500/3500

To: All General Motors Dealers

General Motors is releasing Service Update N202306491 to accompany Safety Recall N202306490 today. The total number of U.S. customer vehicles involved is approximately 90. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated June 9, 2020 or sooner. A list of involved vehicles is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS