

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5432
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 15, 2020

Subject: N202298770 - Customer Satisfaction Program
Dinghy-Dolly Towing Owner Manual Incorrect Instructions

Models: 2020 Chevrolet Blazer
Equipped with 4 Cyl Gas Engine with eBoost (RPO LSY)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N202298770 today. The total number of U.S. vehicles involved is approximately 3,492. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in the near future.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated June 16, 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

Customer Satisfaction Program

N202298770 Dinghy – Dolly Towing Owner Manual Incorrect Instructions



Release Date: June 2020

Revision: 00

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

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Blazer	2020	2020	LSY	ENGINE-GAS, 4 CYL, 2.0L Turbo – with eBoost

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 Blazer vehicles, equipped with 4 Cyl gas engines, may have incorrect instructions in the owner’s manual for Dinghy and Dolly Towing. Instructions should include disconnecting the negative battery cable when towing their vehicle. If not disconnected, the electronic brake control module may remain awake which could lead to draining the vehicle battery while being towed and the electronic stability control (ESC) may activate brakes under specific operation conditions while the vehicle is being towed.
Correction	Dealers are to print and insert revised owner manual page(s) included with this bulletin.

Parts

There are no parts required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105189	Print and Install Owner Manual Insert	0.1	ZFAT	N/A

Service Procedure

1. Print the appropriate language owner manual insert(s) for your service area. (English language example below for reference).
2. Locate the owner manual.
3. Install the owner manual inserts to the owner’s manual.

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English

Chevrolet Blazer Owner Manual (GMNA-Localizing-U.S./Canada/Mexico-13557845) - 2020 - Insert - 5/7/20

Insert to the 2020 Chevrolet Blazer Owner's Manual

This information replaces the information under "Recreational Vehicle Towing" found in the Vehicle Care Section of the owner's manual.

Recreational Vehicle Towing

Recreational vehicle towing means towing the vehicle behind another vehicle, such as behind a motor home. The two most common types of recreational vehicle towing are known as dinghy towing and dolly towing. Dinghy towing is towing the vehicle with all four wheels on the ground. Dolly towing is towing the vehicle with two wheels on the ground and two wheels up on a device known as a dolly.



Litho in U.S.A.
Part No. 84974323

Here are some important things to consider before recreational vehicle towing:

- Before towing the vehicle, become familiar with the local laws that apply to recreational vehicle towing. These laws may vary by region.
- The towing capacity of the towing vehicle. Be sure to read the tow vehicle manufacturer's recommendations.
- How far the vehicle will be towed. Some vehicles have restrictions on how far and how long they can be towed.
- The proper towing equipment. See your dealer or trailering professional for additional advice and equipment recommendations.

- Whether the vehicle is ready to be towed. Just as preparing the vehicle for a long trip, make sure the vehicle is prepared to be towed.

Caution

Use of a shield mounted in front of the vehicle grille could restrict airflow and cause damage to the transmission. The repairs would not be covered by the vehicle warranty. If using a shield, only use one that attaches to the towing vehicle.

Dinghy Towing

For vehicles being dinghy towed, the vehicle should be run at the beginning of each day and at each RV fuel stop for about five minutes. This will ensure proper lubrication of transmission components.

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Chevrolet Blazer Owner Manual (GMNA-Localizing-U.S./Canada/Mexico-13557845) - 2020 - Insert - 5/7/20

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To tow the vehicle from the front with all four wheels on the ground:

1. Position the vehicle to be towed and secure it to the towing vehicle.
2. Put the vehicle in N (Neutral).
3. Shut the engine off (vehicle will remain in accessory mode).
4. Disconnect the negative (-) terminal connector from the 12-volt battery.
5. Close the hood of the vehicle.

Caution

If the vehicle is towed without performing each of the steps listed under "Dinghy Towing," the automatic transmission could be damaged. Be sure to follow all steps of the dinghy towing procedure prior to and after towing the vehicle.

Caution

If 105 km/h (65 mph) is exceeded while towing the vehicle, it could be damaged. Never exceed 105 km/h (65 mph) while towing the vehicle.

Once the destination is reached:

1. Shift the vehicle to P (Park).
2. Reconnect the negative (-) terminal connector to the 12-volt battery.
3. Start the engine and let it idle for more than three minutes before driving the vehicle.

Caution

Too much or too little fluid can damage the transmission. Be sure that the transmission fluid is
(Continued)

Caution (Continued)

at the proper level before towing with all four wheels on the ground.

Caution

Do not tow a vehicle with the front drive wheels on the ground if one of the front tires is a compact spare tire. Towing with two different tire sizes on the front of the vehicle can cause severe damage to the transmission.

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Dolly Towing

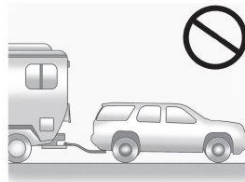


To tow a vehicle from the front with the rear wheels on the ground:

1. Put the front wheels on a dolly.
2. Move the shift lever to P (Park). See *Shifting Into Park*.
3. Set the parking brake.
4. Secure the vehicle to the dolly.

5. Follow the dolly manufacturer's instructions for preparing the vehicle and dolly for towing.
6. Release the parking brake.
7. Turn the vehicle off.
8. Disconnect the negative (-) terminal connector from the 12-volt battery.
9. Close the hood of the vehicle.

Towing the Vehicle from the Rear



Caution

Towing the vehicle from the rear could damage it. Also, repairs would not be covered by the vehicle warranty. Never have the vehicle towed from the rear.

Do not tow the vehicle from the rear.

French

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Chevrolet Blazer Owner Manual (GMNA-Localizing-U.S./Canada/Mexico-13557845) - 2020 - CRC - 5/26/20

Encart dans le guide du propriétaire de Chevrolet Blazer 2020

Cette information remplace l'information de la section de remorquage récréatif du véhicule, dans Entretien du véhicule, dans le guide du propriétaire.

Remorquage d'un véhicule récréatif

Le remorquage récréatif de véhicules signifie remorquer le véhicule derrière un autre véhicule, comme par exemple derrière une autocaravane. Les deux types de remorquage récréatif de véhicule les plus communs sont appelés « remorquage pneumatique » (remorquer le véhicule en laissant les quatre roues sur la route) et « remorquage avec chariot » (remorquer le véhicule en laissant deux roues sur la route et deux autres roues surélevées à l'aide d'un appareil appelé « chariot »).



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Numéro de pièce 84974322

Voici certaines choses importantes dont vous devez tenir compte avant d'effectuer un remorquage récréatif :

- Avant de tracter le véhicule, prendre connaissance des lois locales concernant le remorquage récréatif de véhicules. Ces lois peuvent varier selon les régions.
- La capacité de remorquage du véhicule tractant. S'assurer d'avoir lu les recommandations du fabricant du véhicule tractant.
- Sur quelle distance le véhicule sera-t-il remorqué? Certains véhicules sont soumis à des restrictions concernant la longueur et la durée pendant laquelle ils peuvent être remorqués.
- Le matériel de remorquage approprié. Consulter votre concessionnaire ou un professionnel en remorquage pour obtenir des conseils supplémentaires et des recommandations sur les équipements.
- Lorsque le véhicule est prêt à être remorqué. Tout comme pour la préparation du véhicule pour de longs déplacements, il convient de s'assurer que le véhicule est prêt à être remorqué.

Attention

L'utilisation d'un bouclier monté à l'avant de la calandre du véhicule remorqué pourrait restreindre le flux d'air et causer des dommages à la transmission. Les réparations ne seraient pas couvertes par la garantie du véhicule. Si vous utilisez un bouclier, n'en utiliser qu'un seul qui se fixe au véhicule de remorquage.

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Remorquage pneumatique

Lors d'un remorquage pneumatique du véhicule, le moteur doit tourner chaque jour et à chaque appoint de carburant pendant cinq minutes environ. Ceci garantira une lubrification correcte des composants de la transmission. Pour remorquer le véhicule par l'avant avec les quatre roues sur la route :

1. Positionner le véhicule à remorquer et le fixer au véhicule de remorquage.
2. Sélectionner le point mort (N).
3. Couper le moteur (le véhicule reste en mode d'alimentation des accessoires).
4. Débrancher la cosse négative (-) de la borne de batterie 12 volts.
5. Fermer le capot du véhicule.

Attention

Si le véhicule est remorqué sans effectuer toutes les étapes décrites dans la rubrique « Remorquage pneumatique », la boîte de vitesses automatique peut être endommagée. S'assurer de suivre toutes les étapes de la procédure de remorquage pneumatique du début à la fin.

Attention

Si vous dépassez 105 km/h (65 mi/h) pendant le remorquage de votre véhicule, il pourrait subir des dégâts. Ne jamais dépasser 105 km/h (65 mi/h) lors du remorquage de votre véhicule.

Une fois à destination :

1. Mettre la boîte de vitesses en position de stationnement (P).
2. Rebrancher la cosse négative (-) sur la batterie 12 volts.
3. Faire démarrer le moteur et le laisser tourner au ralenti pendant plus de trois minutes avant de rouler.

Attention

Un niveau de liquide trop élevé ou trop bas risque d'endommager la boîte de vitesse. Avant de remorquer le véhicule sur ses quatre roues, vérifier, et ajuster, le cas échéant, le niveau du liquide de la boîte.

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Attention

Ne pas remorquer le véhicule avec les roues avant au sol si l'une de ces roues est une roue de secours compacte. Le fait de remorquer un véhicule dont les roues avant sont de taille différente risque d'endommager sérieusement la boîte de vitesses.

Remorquage avec chariot



Pour remorquer un véhicule par l'avant avec les roues arrières sur le sol :

1. Mettre les roues avant sur un chariot.
2. Déplacer le levier de vitesses en position de stationnement (P). Se reporter à *Déplacer le levier des vitesses dans la position de stationnement (P)*.
3. Serrer le frein de stationnement.
4. Fixer le véhicule sur le chariot.
5. Respecter le mode d'emploi du fabricant du chariot pour préparer le véhicule au remorquage.
6. Desserer le frein de stationnement.
7. Couper le contact.
8. Débrancher la cosse négative (-) de la borne de batterie 12 volts.

9. Fermer le capot du véhicule. Remorquage du véhicule par l'arrière



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Attention

Le remorquage du véhicule par l'arrière pourrait provoquer des dégâts dont les réparations ne seraient pas couvertes par la garantie. Ne jamais remorquer votre véhicule par l'arrière.

Ne pas remorquer le véhicule par l'arrière.

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Spanish

Chevrolet Blazer Owner Manual (GMNA-Localizing-U.S./Canada/Mexico-13557845) - 2020 - CRC - 5/7/20

Inserto al Manual del propietario Chevrolet Blazer 2020

Esta información reemplaza la información bajo "Remolque de vehículo recreativo" que se encuentra en la sección Cuidado del vehículo del manual del propietario.

Remolcar vehículo recreativo

Arrastre recreativo del vehículo significa arrastrar el vehículo detrás de otro vehículo, como detrás de una casa rodante. Los dos tipos más comunes de arrastre recreativo de vehículos se conocen como arrastre con remolque y arrastre con "dolly". El remolque tipo "dinghy towing" consiste en remolcar el vehículo sin que las cuatro ruedas estén en contacto con el suelo. El arrastre con "dolly" consiste en arrastrar el vehículo con dos ruedas en contacto con el piso y las otras dos sobre un aparato conocido como "dolly".



Impreso en los EE.UU.
Número de parte 84974321

A continuación, algunos aspectos importantes a considerar antes de iniciar el arrastre recreativo del vehículo:

- Antes de remolcar el vehículo, familiarícese con las leyes locales que apliquen a remolque de vehículos recreativos. Estas leyes pueden variar por región.
- Capacidad de arrastre del vehículo que va a realizar el arrastre. Asegúrese de leer las recomendaciones del fabricante del vehículo que realizará el arrastre.
- Qué distancia se remolcará el vehículo. Algunos vehículos tienen restricciones en cuanto a la distancia y el tiempo durante los que se pueden remolcar.
- El equipo de remolque adecuado. Para obtener asesoramiento adicional y

recomendaciones de equipo consulte a su distribuidor o a un profesional de remolques.

- Si el vehículo ya se está remolcando. Así como prepara el vehículo para un viaje largo, asegúrese de que el vehículo esté preparado para ser arrastrado.

Precaución

El uso de un escudo sobre la parrilla delantera del vehículo podría restringir el flujo de aire y causar daños a la transmisión. Las reparaciones no estarían cubiertas por la garantía del vehículo. Si usa un escudo, utilice uno que se coloque sobre el vehículo de remolque.

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Arrastre en remolque

Si se usa el remolque tipo "dinghy towing", el vehículo debe echarse a andar al inicio de cada día y en cada parada para recarga de combustible del vehículo recreacional, dejándolo funcionar durante unos cinco minutos. Esto garantizará la lubricación adecuada de los componentes de la transmisión.

Para remolcar el vehículo desde el frente con las cuatro ruedas en contacto con el suelo:

1. Coloque el vehículo a remolcar y asegúrelo al vehículo que va a remolcarlo.
2. Ponga el vehículo en N (Neutral).
3. Apague el motor (el vehículo permanecerá en modo de accesorios).

4. Desconecte el conector de la terminal negativa (-) de la batería de 12 voltios.
5. Cierre el cofre del vehículo.

Precaución

Si el vehículo se remolca sin realizar los pasos listados en "Remolque de gancho", se podría dañar la transmisión automática. Asegúrese de seguir todos los pasos del procedimiento de remolque de lancha inflable antes y después de remolcar el vehículo.

Precaución

Si se exceden los 105 km/h (65 mph) cuando remolque el vehículo, podría dañarse. Nunca exceda los 105 km/h (65 mph) cuando remolque el vehículo.

Una vez que se llegue al destino:

1. Cambie el vehículo a P (estacionamiento).
2. Vuelva a conectar el conector de la terminal negativa (-) a la batería de 12 voltios.
3. Arranque el motor y permita su funcionamiento en marcha sin desplazamiento durante más de tres minutos antes de conducir el vehículo.

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Precaución

Si el líquido es excesivo o insuficiente, la transmisión puede sufrir daños. Asegúrese de que el líquido de la transmisión esté en el nivel adecuado antes de remolcar el vehículo con las cuatro ruedas en contacto con el suelo.

Precaución

No remolque un vehículo con las ruedas delanteras en la tierra si alguna de las llantas delanteras es una llanta de refacción compacta. El remolque de llantas de dos tamaños distintos en el frente del vehículo puede provocar daño severo a la transmisión.

Remolque con "dolly"



Para remolcar un vehículo desde el frente con las ruedas traseras en contacto con el suelo:

1. Ponga las ruedas delanteras en un "dolly".
2. Mueva la palanca de cambios a la posición P (estacionamiento). Vea *Cambio a P (estacionamiento)*.
3. Aplique el freno de estacionamiento.

4. Asegure el vehículo al "dolly".
5. Siga las instrucciones del fabricante del "dolly" para preparar el vehículo y el "dolly" para efectuar el remolque.
6. Libere el freno de estacionamiento.
7. Apague el vehículo.
8. Desconecte el conector de la terminal negativa (-) de la batería de 12 voltios.
9. Cierre el cofre del vehículo.

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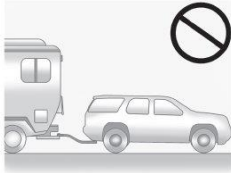
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Cómo remolcar el vehículo desde la parte trasera



Precaución

Remolcar el vehículo desde atrás podría dañarlo. También, las reparaciones no serían cubiertas por la garantía del vehículo. Nunca remolque el vehículo desde atrás.

No remolque el vehículo desde la parte trasera.

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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, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, 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.

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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

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July 2020

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

Dear General Motors Customer:

We have learned that your 2020 model year Chevrolet Blazer may have incorrect instructions in the owner's manual for Dinghy and Dolly Towing. Instructions should include disconnecting the negative battery cable when towing their vehicle. If not disconnected, the electronic brake control module may remain awake which could lead to draining the vehicle battery while being towed and the electronic stability control (ESC) may activate brakes under specific operation conditions while the vehicle is being towed.

Your satisfaction with your Blazer is very important to us, so we are announcing a program to correct this issue.

What We Will Do: A replacement owner manual insert, describing the correct Dinghy and Dolly towing procedure is included with this letter.

What You Should Do: Find the enclosed replacement owner manual insert. Add the insert to the vehicle owner manual and keep them with your vehicle for future reference.

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
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 update your owner manual 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 Blazer vehicle provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

Enclosure
N202298770