

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5510
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 21, 2020

Subject: N202314120 - Customer Satisfaction Program
Double Charge for Off-Road Assist Steps – US Only

Models: 2020 Chevrolet Silverado 1500
Equipped with Off-Road Assist Steps (Accessory-Protector - Rocker
Panel) (RPO S6L)

To: All General Motors Dealers

General Motors is Customer Satisfaction Program N202314120 today. The total number of U.S. vehicles involved is approximately 73. Please see the attached bulletin for details.

Customers who are identified as a lessee will receive the specific amount owed as stated in their owner letter. A list of these amounts by VIN is included at the end of the bulletin and is attached to this message for reference.

Customer Letter Mailing

The customer letter mailing will begin on October 1, 2020. If a customer comes into your dealership for any other reason prior to receiving their owner letter, proceed with the reimbursement.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated September 22, 2020 or sooner. A list of involved leased vehicles ONLY 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

N202314120 Double Charge for Off-Road Assist Steps – US Only



Release Date: September 2020

Revision: 00

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

| Make | Model | Model Year | | RPO | Description |
|-----------|----------------|------------|------|-----|--|
| | | From | To | | |
| Chevrolet | Silverado 1500 | 2020 | 2020 | S6L | Off-Road Assist Steps (Accessory-Protector - Rocker Panel) |

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 1500 vehicles may have been double charged for the Off-Road Assist Steps at the time of purchase. |
| Correction | Dealers will provide the customer with a reimbursement check in the amount of \$965.00 (leased vehicles have a specific amount which are listed at the end of this bulletin). |

Parts

No parts are required.

Warranty Information

| Labor Operation | Description | Labor Time | Trans. Type | Net Item |
|-----------------|-------------------------------------|------------|-------------|----------|
| 9105291 | 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 \$965.00 dealer check issued to a customer. Customers who are identified as a lessee will receive the specific amount owed as stated in their owner letter. A list of these amounts by VIN is included at the end of this bulletin. 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

Important: Dealers are to verify these three pieces of information prior to issuing a reimbursement check:

1. Original Owner Letter provided by General Motors.
2. Vehicle registration.
3. Driver's license or state ID - verify that it matches the registration and owner letter.

Issue the customer a reimbursement check in the amount of \$965.00 (or amount specified in the leased vehicle list at the end of this bulletin). Record the check number in the Invoice Number field and record the VIN on the check.

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 September 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 September 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

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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 has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this field action. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this field action may be a violation of law in several states.

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 - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin). Customers identified as Lessees will be notified of the reimbursement amount in their customer letter.

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by September 30, 2021. See General Motors Service Policies and Procedures Manual, Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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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Double Charge Reimbursement Amounts by VIN for Leased vehicles

| VIN | Amount Due to Customer |
|-------------------|------------------------|
| 1GCPYFEL1LZ300062 | \$368.38 |
| 1GCPYFEL2LZ274376 | \$377.75 |
| 1GCPYFEL3LZ275438 | \$406.42 |
| 1GCPYFEL4LZ279336 | \$377.57 |
| 1GCPYFEL4LZ281393 | \$377.65 |
| 1GCPYFEL8LZ292302 | \$578.85 |
| 1GCPYFEL9LZ284063 | \$436.91 |
| 1GCPYFEL9LZ321967 | \$503.22 |
| 1GCPYFELXLZ299686 | \$410.53 |
| 1GCPYFELXLZ302795 | \$486.87 |

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October 2020

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

Dear General Motors Customer:

We have learned that your 2020 model year Chevrolet Silverado 1500 may have a condition in which a double charge was applied for the off-road assist steps at the time of purchase.

What We Will Do: Your GM dealer will provide you with a reimbursement check in the amount of \$965. This reimbursement is available to you until **September 30, 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. Please provide this customer letter, your driver's license or state ID and vehicle registration to present to the dealer in order to receive your reimbursement check.

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 want you to know that we will do our best, throughout your ownership experience, to ensure that your Silverado 1500 provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

N202314120