

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5060
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 31, 2019

Subject: N192212610 - Customer Satisfaction Program
Corrosion In Connector To Power Take-Off (PTO) Module

Models: 2019 Chevrolet Silverado 4500/5500/6500

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N192212610 today. The total number of U.S. vehicles involved is 76. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on June 18, 2019.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated June 01, 2019. 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

N192212610 – Corrosion In Connector To Power Take-Off (PTO) Module



Release Date: May 2019

Revision: 00

Attention: This program is in effect until June 30, 2021.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 4500/5500/6500	2019	2019		

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 2019 model year Chevrolet Silverado 4500/5500/6500 vehicles may have a Power Take Off (PTO) connector that has inadequate protection against water/debris intrusion. Over time, this could affect the function of the upfit (if so equipped) and the vehicle may exhibit reduced engine power and/or fail to restart.
Correction	Replace the engine wire harness and PTO Module.

Parts

Quantity	Part Name	Part No.
1	Engine Wire Harness	84687802
1	Engine Wire Harness	84687804
1	Engine Wire Harness	84687806
1	Engine Wire Harness	84687807
1	PTO Module (Non-Emergency)	84659103
1	PTO Module (Emergency)	84677072

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which engine wiring harness and PTO Module to order.

Due to the small number of vehicles involved, (76), and due to limited initial parts availability, dealers are encouraged not to order program parts for use as shelf stock.

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

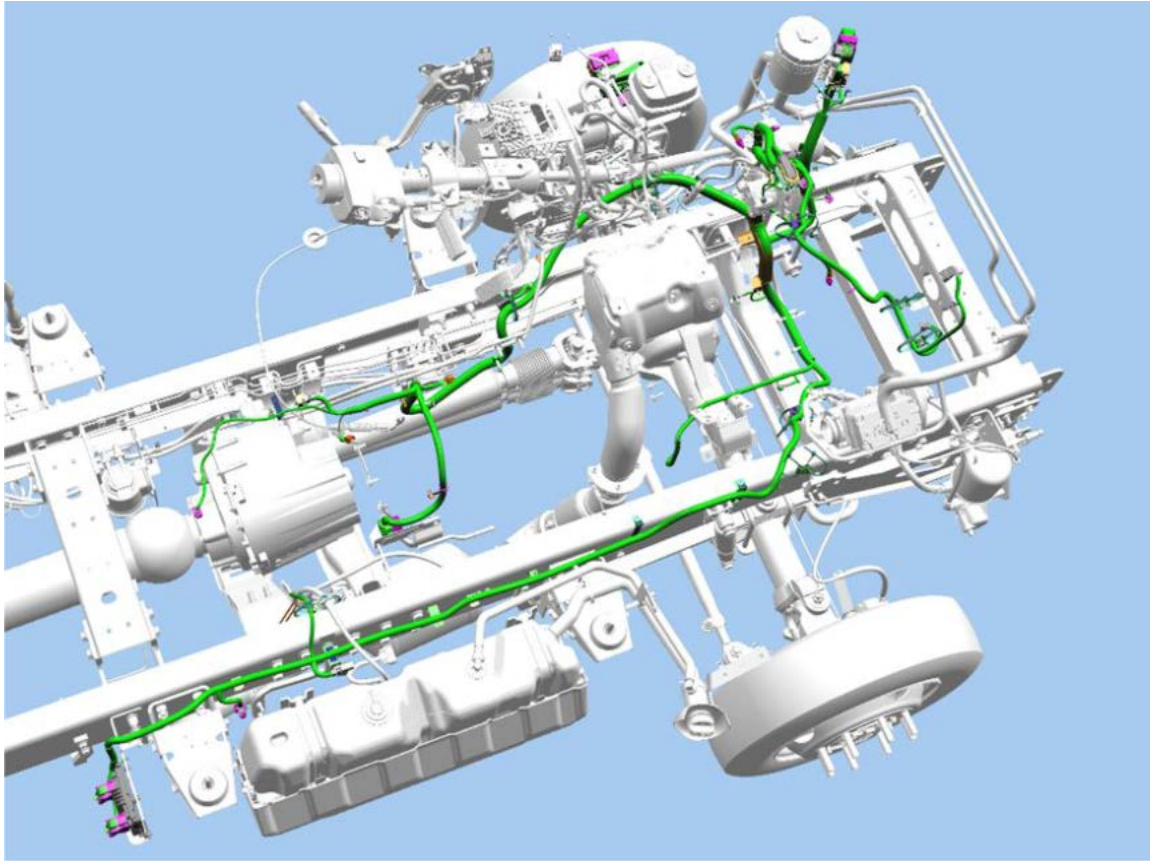
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104451	Replace Engine Wiring Harness and PTO module	8.1	ZFAT	N/A

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Service Procedure



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1. Replace the engine wire harness as outlined in green in the illustration above (there may be minor variations depending on truck options, use the new part as a guideline).
2. Replace the PTO module. Refer to *Engine Speed Power Take-Off Control Module Replacement* and *K44 Power Take-Off Control Module: Programming and Setup* in SI.

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, 2021. 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, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through June 30, 2021, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

Customer Satisfaction Program

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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. 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 - 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**

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June 2019

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

Dear General Motors Customer:

We have learned that your 2019 model year Chevrolet Silverado 4500/5500/6500 vehicle may have a Power Take Off (PTO) connector that has inadequate protection against water/debris intrusion. Over time, this could affect the function of the upfit (if so equipped) and the vehicle may exhibit reduced engine power and/or fail to restart.

Your satisfaction with your Silverado 4500/5500/6500 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 engine wire harness and PTO Module. This service will be performed for you at no charge until **June 30, 2021**. 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)
Puerto Rico – English	1-800-496-9994	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	
GM Medium Duty Truck	1-800-862-4389	

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 Chevrolet Silverado 4500/5500/6500 provides you many miles of enjoyable driving.

Neelie O'Connor
Executive Director
North America Contact Center Operations

N192212610