

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5428
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 11, 2020

Subject: N202299830 - Customer Satisfaction Program
PTO Disabled Due To Engine Shutdown

Models: 2019 – 2020 Chevrolet Silverado 4500HD/5500HD/6500HD

To: All General Motors Medium Duty Dealers

General Motors is releasing Customer Satisfaction Program N202299830 today. The total number of U.S. vehicles involved is approximately 212. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on June 25, 2020.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated June 12, 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

N202299830 PTO Disabled Due To Engine Shutdown



Release Date: June 2020

Revision: 00

Attention: All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

ONLY Chevrolet Medium Duty dealers can complete this recall repair.

This program is in effect until June 30, 2022.

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

Condition	Certain 2019 – 2020 model year Chevrolet Silverado 4500HD/5500HD/6500HD vehicles, equipped with an aerial lift bucket may have a condition in which the aerial lift bucket operator could be stranded if the engine received a command for shut down. The vehicle is functioning as designed, however, aerial lift bucket applications were not clearly understood/comprehended during the development/release of the power take off module, (PTOM).
Correction	Dealers will replace the standard power take off module (PTOM) with an emergency vehicle PTOM.

Parts

Quantity	Part Name	Part No.
1	Engine Speed PTO Module	84497604

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which power take off module to order.

Due to the small number of vehicles involved, (212), 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
9105056	Engine Speed Power Take-Off Control Module	0.3	ZFAT	N/A

Service Procedure

NOTE: Prior to starting the replacement procedure refer to the GDS2 PTO Copy and Restore application found in K44 Power Take-Off Control Module Programming and Setup.

Replace the Engine Speed Power Take-Off Control Module. Refer to *Engine Speed Power Take-Off Control Module Replacement* in SI.

- No programming is required for Engine Speed Power Take-Off Control Module Replacement, however, some setup in GDS2 is required. Refer to *K44 Power Take-Off Control Module: Programming and Setup* in SI for instructions.

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.

Customer Satisfaction Program

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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.

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.

Customer Notification

USA & Canada - 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 2020

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

Dear General Motors Customer:

We have learned that your 2019 – 2020 model year Chevrolet Silverado 4500HD/5500HD/6500HD vehicle, equipped with an aerial lift bucket may have a condition in which the aerial lift bucket operator could be stranded if the engine received a command for shut down. The vehicle is functioning as designed, however, aerial lift bucket applications were not clearly understood/comprehended during the development/release of the power take off module, (PTOM).

Your satisfaction with your Chevrolet Silverado 4500HD/5500HD/6500HD vehicle 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 standard power take off module (PTOM) with an emergency vehicle PTOM. 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)
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 Silverado 4500HD/5500HD/6500HD vehicle provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

N202299830