

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5794
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 12, 2021

Subject: N212327100 - Emission Recall
VECI Label Incorrect

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

To: All General Motors Medium Duty Dealers

General Motors is releasing Emission Recall N212327100 today. The total number of U.S. vehicles involved is approximately 13,820. Please see the attached bulletin for details.

Labels for inventory vehicles will be mailed to dealers at the end of May. Dealers may receive multiple envelopes containing labels. Dealers will need to confirm which of the labels apply for the inventory VIN being updated. Please refer to N212327100 for instructions. Dealers may order replacement labels through the GM 1Store if necessary.

Customer Letter Mailing

The customer letter mailing will begin in May.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated May 13, 2021 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

Product Emission Recall

N212327100 VECI Label Incorrect



Release Date: May 2021

Revision: 00

Attention: ONLY Chevrolet Medium Duty dealers can complete this recall repair.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 4500HD / 5500HD and 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	General Motors has decided to conduct a voluntary emissions recall involving certain 2019 - 2020 Chevrolet Silverado 4500HD, 5500HD and 6500HD vehicles. The Vehicle Emissions Control Information (VECI) label may contain an incorrect certification group identifier.
Correction	Since a new label can be easily installed, and to reduce customer inconvenience, the label will be sent directly to customers of record along with the installation instructions. Customers may install the label or, if they desire, they may take the label to their dealer for installation at no charge.

Parts

The VECI label overlays will be mailed directly to the vehicle owner of record. Dealers may order replacement labels through the 1Store if necessary. The correct label can be determined using the chart below, by ordering according to the 12 character code in the bottom left corner of the VECI label and ordering a clear overlay. 1Store orders must contain the Correct GHG Family Name in the OverLimit Reason comment box.

Incorrect GHG Family Name	Order Correct GHG Family Name	Order Clear Overlay	Chassis Model Year	GWVR Class
KGMX2VOCVXXA	KGMX2VOCVTI1	4117792C1	2019	Class 4/5
KGMX2VOCVXXB	KGMX2VOCVTI2	4117792C1	2019	Class 6
LGMX2VOCVXXA	LGMX2VOCVTI1	4117792C1	2020	Class 4/5
LGMX2VOCVXXB	LGMX2VOCVTI2	4117792C1	2020	Class 6

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105645	Remove/Install Label	0.2	ZFAT	N/A

Service Procedure

The VECI label overlay will be mailed to the vehicle owner.

1. Open the left front door.

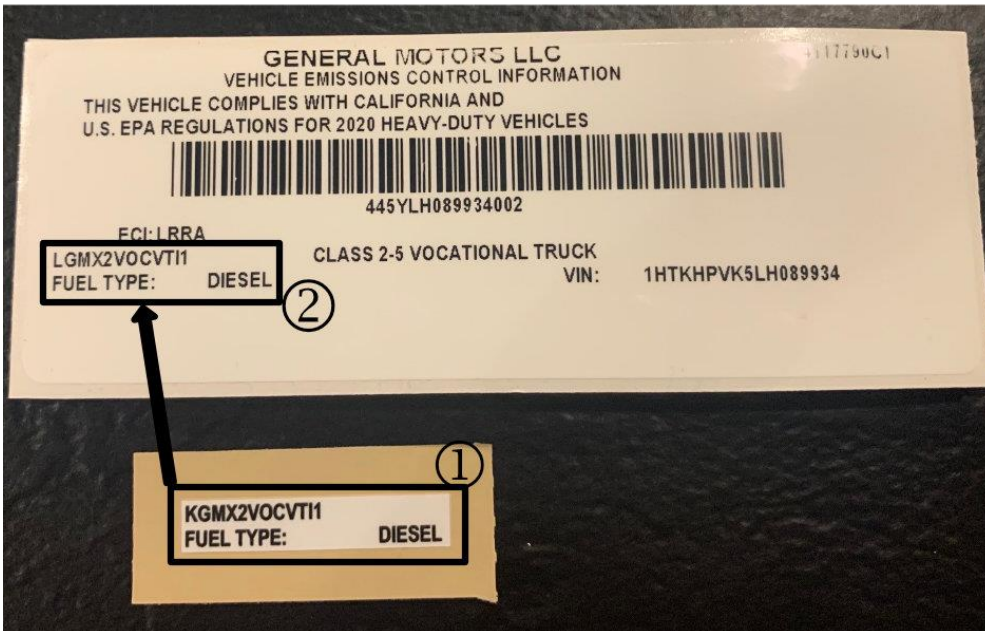
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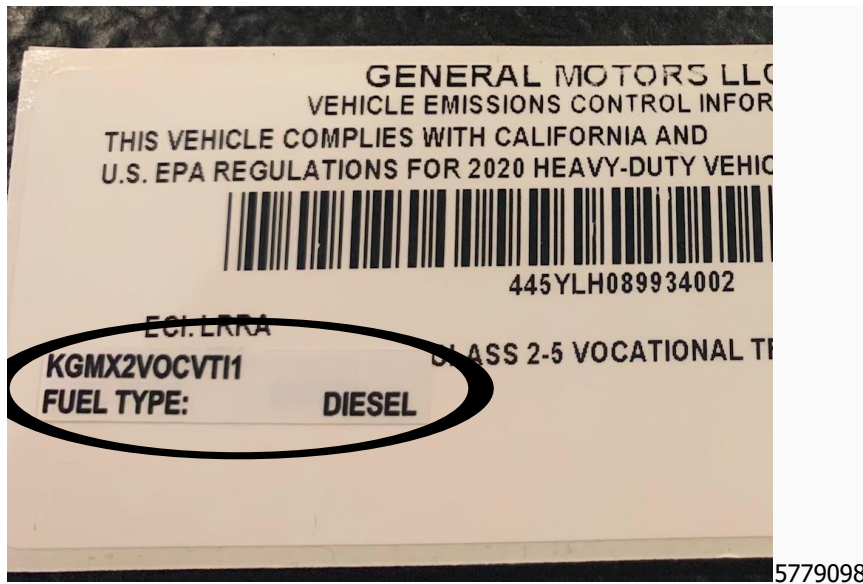
2. Locate the VECI on the driver's door as shown.
3. Clean any residual adhesive or dirt from the label using a non-oil-based cleaner such as isopropyl alcohol (rubbing alcohol), Kent Acrysol, P/N 20005, or an equivalent cleaning solvent or adhesive remover.
4. Remove the label from the backing paper using care to not touch the label adhesive.



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NOTE: The text in your label may not match the text shown. There are several variations in the labels, you will be sent the correct one based on the VIN of your vehicle.

5. Affix the VECI label overlay (1) as shown (2). It should cover the bottom left text of the label with the exception of "ECI:LRRA" or similar text on the first line, as shown in the second picture.
6. Beginning at the center of the label and using a clean, dry cloth, smooth and secure the new label. Any air bubbles can be removed by puncturing with a pin and smoothing with the cloth.
7. In a similar fashion, install the clear overlay over the entire label.
8. Beginning at the center of the label and using a clean, dry cloth, smooth and secure the new label. Any air bubbles can be removed by puncturing with a pin and smoothing with the cloth.
9. Close the door.

Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall 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 recall 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.

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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 recall. 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 recall may be a violation of law in several states.

Customer Notification

USA & Canada - General Motors will notify customers of this recall 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**

Product Emission Recall

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May 2021

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

Dear General Motors Customer:

This notice is sent to inform you that General Motors is conducting a voluntary emission recall that includes your vehicle.

Reason For This Recall: General Motors has decided to conduct a voluntary emissions recall involving certain 2019 and 2020 model year Chevrolet Silverado 4500HD / 5500HD / 6500HD vehicles. The required Vehicle Emission Control Information (VECI) label may contain an incorrect certification group identifier.

What Will Be Done: The label for your vehicle is enclosed. To reduce your inconvenience, you can install the label by following the enclosed instructions. If you desire, however, you may take the label to your dealer for installation. This service will be performed for you at **no charge**.

How Long Will The Repair Take? Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 15 minutes.

What You Should Do: Please contact your GM dealer as soon as possible to arrange a service date and to assure parts availability. Instructions for making this correction have been sent to your dealer. Please ask your dealer if you wish to know how much time will be needed to schedule, process, and repair your vehicle.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	
GM Medium Duty Truck	1-800-862-4389	

Emission Law Information: In order to ensure your full protection under the emission warranty made applicable to your vehicle by state and federal law, and your right to participate in future recalls, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could legally be determined to be lack of proper maintenance of your vehicle. Also, your vehicle may fail a state or local emission inspection if this recall is not accomplished.

Maryann L. Combs
Vice President
Global Vehicle Safety

Enclosure
N212327100