

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4962
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 17, 2019

Subject: N192208720 - Service Update
Clean Air Idle Label Missing

Models: 2019 Chevrolet Silverado 4500HD, 5500HD, 6500HD

To: All General Motors Dealers

General Motors is releasing Service Update N192208720 today. The total number of U.S. vehicles involved is approximately 31. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated January 18, 2019. A list of involved vehicles is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS

Service Update

N192208720 – Clean Air Idle Label Missing



Release Date: January 2019

Revision: 00

Attention: This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 4500HD	2019	2019		
Chevrolet	Silverado 5500HD	2019	2019		
Chevrolet	Silverado 6500HD	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 4500HD, 5500HD and 6500HD vehicles were built without a "Certified Clean Idle" label on the front side panel just above the left front fender.
Correction	Dealers are to install the VIN specific "Certified Clean Idle" label to the front side panel just above the left front fender.

Parts

Quantity	Part Name	Part No.
1	Clean Air Idle Label Package	NPN

Parts Pre-Ship Information

Replacement labels will be shipped to General Motors field personnel via FedEx Overnight delivery starting January 19, 2019, and will be hand delivered to involved dealers of record. GM field personnel will be contacting US Dealers to schedule delivery of the labels.

Note: Do not attempt to order labels from GM CCA parts.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104287	Install Low Emission Label	0.2	ZFAT	N/A

Service Procedure

- Clean the left front fender mounting area using 90% isopropyl alcohol and dry with clean, lint free cloth. Receiving surface **MUST** be clean, dry and free of any contaminants.
- Warm the mounting area to 60° F (16° C).



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- Install the template with the left edge aligned with the end of the fender and the bottom level with the bottom edge of the fender. Secure the template with masking tape.

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4. Firmly hold the new label and peel protective liner from the back side, being careful not to touch or contaminate the adhesive with dirt or foreign matter.



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5. Carefully align new label to the template, align bottom right of decal film with template edges. Press firmly and smooth out entire label ensuring corners are fully adhered. Remove the outer label carrier film.



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6. Remove the template.

Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

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

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.



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