

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5467
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 3, 2020

Subject: N202302470 - Customer Satisfaction Program
Owner's Manual Missing "Different Size Tire / Wheel" Text

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

To: All General Motors Medium Duty Dealers

General Motors is releasing Customer Satisfaction Program N202302470 today. The total number of U.S. vehicles involved is approximately 3,522. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on August 17, 2020.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated August 4, 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

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Release Date: August 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 August 31, 2022.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 4500HD/5500HD/6500HD	2020	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 2020 model year Chevrolet Silverado 4500HD/5500HD/6500HD vehicles were released with vehicle owner's manuals without information on the impact of installing different wheel and tire sizes from that of the original equipment manufacturer.
Correction	Customers will receive an owner's manual insert that includes the missing tire and wheel size text.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105217	Print and Install Owner's Manual Insert	0.1	ZFAT	N/A

Service Procedure

1. Print the appropriate language owner's manual insert for your service area.
2. Locate the owner's manual.
3. Install the printed owner's manual insert to the owner's manual.

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Insert to the 2020 Chevrolet Silverado 4500HD/5500HD/6500HD Owner's Manual

This information is in addition to the "Adding Equipment to the Airbag Equipped Vehicle" information found in the Seats and Restraints Section of the owner's manual.

Adding Equipment to the Airbag-Equipped Vehicle

If the vehicle has rollover roof-rail airbags, see Different Size Tires and Wheels for additional important information.



Litho in U.S.A.
Part No. 84987673

This "Different Size Tires and Wheels" information is in addition to the information found in the Wheels and Tires Section of the owner's manual.

Different Size Tires and Wheels

If wheels or tires are installed that are a different size than the original equipment wheels and tires, vehicle performance, including its braking, ride and handling characteristics, stability, and resistance to rollover may be affected. If the vehicle has electronic systems such as antilock brakes, rollover airbags, traction control, electronic stability control, or All-Wheel Drive, the performance of these systems can also be affected.

Warning

If different sized wheels are used, there may not be an acceptable level of performance and safety if tires not recommended for those wheels are selected. This increases the chance of a crash and serious injury. Only use GM specific wheel and tire systems developed for the vehicle, and have them properly installed by a GM certified technician.

See *Accessories and Modifications*.

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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 August 31, 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 August 31, 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.

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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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August 2020

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

Dear General Motors Customer:

We have learned that your 2020 model year Chevrolet Silverado 4500HD/5500HD/6500HD was released with a vehicle owner's manual without information on the impact of installing different wheel and tire sizes from that of the original equipment manufacturer.

Your satisfaction with your Chevrolet Silverado 4500HD/5500HD/6500HD is very important to us, so we are announcing a program to fix this condition.

What We Will Do: Your GM dealer will place an owner's manual insert in your owner's manual. This service will be performed for you at **no charge until August 31, 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.

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 GM vehicle provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

Enclosure
N202302470