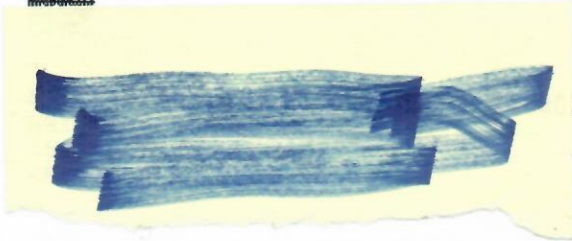




GENERAL MOTORS OF CANADA COMPANY  
1908 COLONEL SAM DRIVE  
OSHAWA, ONTARIO L1H 8P7



December 2019



02478



This notice applies to your vehicle,

Your vehicle is involved in Special Coverage Program N192210260.

Dear V

As the owner of a 2016 model year GMC Sierra, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2016 model year GMC Sierra vehicles, equipped with a diesel engine, may have a condition which causes an offset in the temperature sensor in the diesel-emission-reduction fluid (DEF) tank reservoir or causes the DEF heater performance to degrade. If this condition occurs, the Malfunction Indicator Light (Check Engine Light) will illuminate, the "Service Exhaust Fluid System" or "Service Emission System" message will be displayed, and a diagnostic trouble code related to the condition will be set.

**Do not take your vehicle to your General Motors dealer as a result of this letter unless you believe that your vehicle has the condition as described above.**

**What We Have Done:** General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2016 model year GMC Sierra within 10 years of the date your vehicle was originally placed in service or 193,000 kilometres, whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

**What You Should Do:** If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to call the service department at your dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glovebox literature for future reference. You can also check the status of any other possible recall and/or program for your vehicle at [gmrecallcentre.ca](http://gmrecallcentre.ca).

**Reimbursement:** If you have already paid to have this special coverage condition corrected and you have not received reimbursement, you may be eligible to receive reimbursement. Please provide your dealer with the original or clear copy of all receipts, invoices and/or repair orders verifying the repair, the amount charged, proof of payment, the date of payment of those charges, and proof of ownership of the vehicle at the time of the repair. Your request for reimbursement, including the information and documents mentioned above, must be received by your dealer by **December 31, 2020**.

The right to submit reimbursement claims is provided by GM solely in the interest of customer satisfaction and is personal to vehicle owners and lessees who previously paid for repairs referenced in this Special Coverage ("Customers"). **Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.**

We are sorry to cause you this inconvenience: however, we have taken this action in the interest of your continued satisfaction with our products.

Customer Care and Aftersales  
General Motors of Canada Company  
GM #N192210260  
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