

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4593
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 19, 2017

Subject: Upcoming Safety Recall 17399
Fuel Tank Expansion Into Driveline

Models: 2011-2015 Chevrolet Silverado 3500
2011-2015 GMC Sierra 3500
Equipped with Dual Fuel Tanks (N2N) and 6.0L V-8 Engine (L96)

To: All General Motors Dealers

General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves 2011-2015 model year Chevrolet Silverado 3500 and GMC Sierra 3500 vehicles. The GM recall number is 17399.

It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification until the defect is remedied.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2011–2015 model-year Chevrolet Silverado 3500 and GMC Sierra 3500 vehicles equipped with gas engines and dual fuel tanks. In these vehicles, if the fuel-level sensor in the front tank becomes stuck in a low-level position, the rear tank may overfill the front tank and potentially cause it to expand. In rare circumstances, the front fuel tank could expand and contact a moving drive shaft, which could create a hole in the front fuel tank and allow fuel to leak. If leaked fuel encounters a potential ignition source, a fire could occur.

Parts are not currently available, but when parts are available, the recall bulletin will be released and dealers notified to begin repairs.

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will be updated for this upcoming recall on October 19, 2017. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

Dealers will be advised when the recall bulletin is released. Until the recall bulletin is released, the IVH screen in GWM will display "N/A" under Release

Date and "Incomplete – Remedy not yet available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

END OF MESSAGE
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