

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4652
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 12, 2018

Subject: 17438 - Safety Recall
Kidde Fire Extinguisher - Equipment Safety Recall
Vehicle Delivery Status Upon Completion of Inspection

Models: 2016-2017 Chevrolet Low Cab Forward 3500 Series
2016-2018 Chevrolet Low Cab Forward 4500 Series
2017-2018 Chevrolet Low Cab Forward 5500 Series

To: All General Motors Dealers

General Motors released Safety Recall 17438 on January 5, 2018. Some dealers have raised questions regarding completion of the recall on involved vehicles in dealer inventory and when these vehicles can be delivered to customers.

- If an involved vehicle is in your new vehicle inventory, you are prohibited from selling or delivering the vehicle until the fire extinguisher is inspected in accordance with the inspection procedure provided in the recall bulletin.
- If Kidde, the fire extinguisher manufacturer, confirms that the fire extinguisher is NOT involved in the recall, no further action is required and the vehicle may be sold and delivered to a customer.
- If Kidde confirms that the fire extinguisher is involved in the recall, the fire extinguisher must be removed from the vehicle. Since this is an equipment recall initiated by Kidde and not a vehicle recall initiated by GM, once the fire extinguisher has been removed from the vehicle, the vehicle may be sold and delivered to a customer.
- Replacement fire extinguishers should be ordered directly from Kidde as per the instructions provided in the recall bulletin. If the vehicle is sold and delivered to a customer prior to receiving the replacement fire extinguisher, provide the customer with documentation indicating that once the replacement fire extinguisher is received, the customer will be contacted by the dealer to have the new fire extinguisher installed in the vehicle.
- In such cases, to ensure that applicable sales incentives and the vehicle's PDI allowance is not debited, dealers should immediately submit a warranty transaction using the "Replace Fire Extinguisher" labor operation as they order the replacement fire extinguisher from Kidde.

Any additional questions about recall 17438 should be directed to your Medium Duty Service Operations - Manager.

END OF MESSAGE
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