

Representative Letter – Customer letters are brand, model and model year specific; listing the 17-digit VIN and are personalized.



IMPORTANT SAFETY RECALL

February 2017

This notice applies to your vehicle, VIN: _____

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that certain 2016-2017 model year Chevrolet Suburban HD vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 111, "Rearview mirrors." As a result, GM is conducting a recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall 17017.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Your vehicle may have been assembled with a convex right-hand outside mirror. Because the weight rating for these heavy-duty vehicles exceeds 4,536 kg. (10,000 lbs.), FMVSS 111 requires non-convex, unit magnification (i.e., "flat") outside mirrors. If the driver of the vehicle is expecting a non-convex, unit magnification mirror, a convex right-hand outside mirror could potentially confuse the driver as to the distance between the vehicle and objects to the right-rear of the vehicle, increasing the risk of a crash.

What will we do?

Your GM dealer will replace the affected mirror with a non-convex, unit magnification mirror that meets FMVSS 111 requirements. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 15 minutes.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible. We have also included a new page for your Owner's Manual.

Do you have questions?

If you have 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)
Chevrolet	1-800-630-2438	1-800-833-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 17V033.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jeffrey M. Boyer
Vice President
Global Vehicle Safety