

Equipment Safety Recall

17438 Kidde Fire Extinguisher - Equipment Safety Recall



Reference Number: N172133200

Release Date: January 2018

Revision: 01

Revision Description: This bulletin is being revised to correct a statement in the sample customer notification letter. Please discard all previous copies of bulletin 17438.

Attention: 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 under a sale or lease until the defect or noncompliance is remedied.

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.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Low Cab Forward 3500	2016	2017		
	Low Cab Forward 4500	2016	2018		
	Low Cab Forward 5500	2017	2018		

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	Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2016-2017 model year Chevrolet Low Cab Forward 3500, 2016-2018 model year Chevrolet Low Cab Forward 4500, and 2017-2018 Chevrolet Low Cab Forward 5500 vehicles wholesaled between June 13, 2016 and November 6, 2017, which include a Kidde fire extinguisher (Models FC10 and FC110). These fire extinguishers may become clogged or require excessive force to activate. In addition, the nozzle of the fire extinguisher may detach with enough force to cause injury. If a fire extinguisher malfunctions, there may be an increased risk of injury in the event of a fire. As a result, the affected vehicles, (which were equipped with an affected Kidde fire extinguisher) are being recalled.
Correction	Dealers in possession of any involved vehicles are not to sell or deliver those vehicles until you have inspected the Kidde fire extinguishers in accordance with the attached instructions from Kidde and, if affected per the Kidde instructions, removed the fire extinguishers from the vehicles. Replacement units should be requested directly from Kidde as set forth in this bulletin. Owners are to contact Kidde directly at 1-855-271-0773 between 8:30 a.m. and 5:00 p.m. ET Monday through Friday (excluding holidays), or between 9:00 a.m. and 3:00 p.m. ET Saturday and Sunday. They can also visit www.kidde.com and click on "Product Safety Recall" to order replacement fire extinguishers free of charge.

Parts

Do **NOT** order parts from GMCCA. Parts required to complete this recall will not be supplied by GMCCA. Replacement fire extinguishers must be ordered directly from Kidde. Follow the attached Kidde instructions to determine if a fire extinguisher is required and request a replacement.

Owners are to contact Kidde directly at 1-855-271-0773 between 8:30 a.m. and 5:00 p.m. ET Monday through Friday (excluding holidays), or between 9:00 a.m. and 3:00 p.m. ET Saturday and Sunday. They can also visit www.kidde.com and click on "Product Safety Recall" to order replacement fire extinguishers free of charge.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103516*	Inspect Fire Extinguisher Only – No Further Action Required	0.2	ZFAT	N/A
9103521*	Replace Fire Extinguisher (includes inspection)	0.2	ZFAT	N/A

* These labor codes are for use ONLY on vehicles in dealer inventory. There is no dealer action required for customer-owned vehicles. Customers should contact Kidde directly as instructed in the customer notification letter (see copy of customer letter included with this bulletin).

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Service Procedure

Dealer Inventory Vehicles:

If you are in possession of an involved vehicle you are not to sell or deliver those vehicles until you have inspected the Kidde fire extinguishers in accordance with the attached instructions from Kidde and, if affected per the Kidde instructions, removed the fire extinguishers from the vehicles. Replacement units should be requested directly from Kidde as set forth in this bulletin.

Customer-Owned Vehicles:

Owners are to contact Kidde directly at 1-855-271-0773 between 8:30a.m. and 5:00p.m. ET Monday through Friday (excluding holidays), or between 9:00a.m. and 3:00p.m. ET Saturday and Sunday. They can also visit www.kidde.com and click on "Product Safety Recall" to order replacement fire extinguishers **free of charge**.

The recall involves 134 models of Kidde fire extinguishers manufactured between January 1, 1973 and August 15, 2017, including some models that were previously recalled in March 2009 and in February 2015. The extinguishers were sold in red, white and silver, and are either ABC- or BC-rated. The model number is printed on the fire extinguisher label. For units produced in 2007 and beyond, the date of manufacture is a 10-digit date code printed on the side of the cylinder, near the bottom. Digits five through nine represent the day and year of manufacture in DDDYY format. Date codes for recalled models manufactured from January 2, 2012 through August 15, 2017 are 00212 through 22717. For units produced before 2007, a date code is not printed on the fire extinguisher.



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- Serial Number (1) **B78866283**
- Date code **14116** (for models produced in 2007 and later) located on the back of the cylinder (2)
- Model Number (3) – Select the first model number on the list (H110G).

CALIFORNIA VEHICLES ONLY: Complete a "Proof of Correction" certificate and provide to the vehicle owner upon recall completion.

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Dealer Responsibility – For USA (USA States, Territories, and Possessions)

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 under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall 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 recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or 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. dealers through the GM GlobalConnect Recall Reports. 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 recall 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 recall.

Customer Notification

General Motors will notify customers of this recall 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**



IMPORTANT SAFETY RECALL

January 2018

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.

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2016-2017 model year Chevrolet Low Cab Forward 3500, 2016-2018 model year Chevrolet Low Cab Forward 4500, and 2017-2018 Chevrolet Low Cab Forward 5500 vehicles wholesaled between June 13, 2016 and November 6, 2017 which include a Kidde fire extinguisher (Models FC10 and FC110). As a result, GM is conducting a safety 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 17438.
- A replacement fire extinguisher will be provided to you at **no charge** in accordance with the procedure described below.

Why is your vehicle being recalled?

These fire extinguishers may become clogged or require excessive force to activate. In addition, the nozzle of the fire extinguisher may detach with enough force to cause injury. If a fire extinguisher malfunctions, there may be an increased risk of injury in the event of a fire. As a result, the affected vehicles, (which were equipped with an affected Kidde fire extinguisher) are being recalled.

What should you do?

Owners should contact Kidde directly at 1-855-271-0773 between 8:30a.m. and 5:00p.m. ET Monday through Friday (excluding holidays), or between 9:00a.m. and 3:00p.m. ET Saturday and Sunday. They can also visit www.kidde.com and click on "Product Safety Recall" to order replacement fire extinguishers **free of charge**.

Do you have questions?

If you have questions or concerns please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
GM Medium Duty Truck	1-800-862-4389	

If 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 17V726.

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 Massimilla
Vice President
Global Vehicle Safety and Product Cybersecurity

GM Recall 17438