

# FMVSS Noncompliance Recall

## 17017 Right Hand Mirror Released with Incorrect Glass



Reference Number: N162077760

Release Date: February 2017  
Revision: 00

**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.

Vehicles involved in this recall were placed on stop delivery January 12, 2017. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

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	Suburban HD	2016	2017		

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.

<b>Condition</b>	General Motors has decided that certain 2016-2017 model year Chevrolet Suburban Heavy Duty (HD) vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 111, "Rearview mirrors." These vehicles were 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.
<b>Correction</b>	Dealers will replace the affected mirror with a non-convex, unit magnification mirror that meets FMVSS 111 requirements. Also, GM will include a new page for the Owner's Manual with the customer notification letter.

### Parts

Quantity	Part Name	Part No.
1	Glass, Outside Rear View Mirror – Right Hand	84292332
1	Glass, Outside Rear View Mirror – Right Hand	84292333

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which outside rearview mirror glass to order.

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Order parts on a CSO = Customer Special Order only. DRO's may be cancelled. **All orders will be reviewed prior to being filled.** Parts may have quantity limiters in effect.

**Important: Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock.**

**Reminder:** Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102849	Outside Rearview Mirror Glass Replacement	0.2	ZFAT	N/A
9102875	Floor Plan Reimbursement	N/A	ZFAT	*

Note: To avoid having to "H" route the floor plan transaction for approval, it must be submitted prior to the repair transaction.

\* Vehicles eligible for floor plan reimbursement are to submit the amount in "Net Item" and should represent the product of the vehicle's average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of

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the stop delivery message (January 12, 2017) to the date the repair is completed and the vehicle is ready for sale (not to exceed 29 days):

Vehicle	Reimbursement Amount
2016 Chevrolet Suburban HD	\$8.14
2017 Chevrolet Suburban HD	\$8.40

### Service Procedure

1. Replace the right hand outside rearview mirror glass. Refer to *Outside Rearview Mirror Glass Replacement (DL3, DL8)* or *Outside Rearview Mirror Glass Replacement (DR4)* in SI.

#### Insert to the 2017 Suburban Heavy Duty Package Supplement

*This information is in addition to the information found in the Suburban Heavy Duty Package Supplement.*

#### Exterior Mirror

The passenger side mirror is flat and not convex.

Litho in U.S.A.  
Part No. 84305076

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2. Place the owner manual insert into the owner manual.

### Dealer Responsibility

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.

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.

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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.

### Courtesy Transportation

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

### Customer Notification

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

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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

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