



Date: 6/04/2014

Ref. number: Service / Service Operations / G_0000193340

Subject: **Accessory Tow Hooks: PN 22903516 (RPO VQY) & PN 22903515 (RPO SDA)**

GM CUSTOMER CARE & AFTERSALES

URGENT - DISTRIBUTE IMMEDIATELY

DATE	June 3, 2014
SUBJECT	Accessory Tow Hooks: PN 22903516 (RPO VQY) & PN 22903515 (RPO SDA)
MODELS	2015 Chevrolet Tahoe / Suburban 2015 GMC Yukon, Yukon XL, Yukon Denali
TO	All Chevrolet Dealers All GMC Dealers
ATTN	Parts Manager, Parts Counter Person, Service Manager, Sales Manager, Warranty Administrator

It has been determined that the OE fascia does not have the proper close-out to accommodate the LPO Tow Hooks. Engineering is working to pull ahead the required Fascia Close-out to accommodate our LPO Tow Hooks (RPO VQY & SDA). Until that can be executed, we must handle the current orders. Note: Service does not have enough close-outs to accommodate all LPO orders.

We are taking the following actions to correct the Tow Hook situation:

- LPO Orders:
 - Vehicles in build status below 3000 (Plant Scheduling) will be held until the OE Fascia is implemented at the assembly plant.
 - Vehicles in build status above 3800 (Vehicle Produced) up to 5000 (Dealership received) status will be re-invoiced to remove tow hooks from vehicle invoice
 - Vehicle that are at the dealership (Status 5000) or Vehicles that may already have been SOLD (Status 6000). Dealership need to complete the following to install the Tow Hooks. SEE ATTACHED FILE FOR EFFECTED VINs and Dealerships.

DEALERSHIP INSTRUCTIONS:

Order the required Fascia close-out, charge the part required and the labor time to 1420490: Front Bumper Fascia Lower Molding Replacement

GMC Usage Notes

- If vehicle is equipped with Long Range Radar (K59), order **PN 22936423** (Lwr Closeout LRR Tow). **NOTE: ONLY Passenger Side Tow Hook CAN BE INSTALLED.**
- **If vehicle is not equipped with Long Range Radar (K59), order PN 22936425 (Lwr Closeout Tow).**

Chevy Usage Notes

- If vehicle is equipped with Long Range Radar (K59), order **PN 22936494** (Lower Fascia). **NOTE: ONLY Passenger Side Tow Hook CAN BE INSTALLED.**
- **If vehicle is not equipped with Long Range Radar (K59) or Z71 package, order PN 22936496 (Lower Fascia).**
- If vehicle is equipped with Z71 Package, order **PN 22992271** (Molding Frt Bpr Fascia Lwr).

We apologize for any inconvenience this has caused.

Thank you for your cooperation.

END OF MESSAGE

GM CUSTOMER CARE & AFTERSALES

Message Attachment(s):

[FSU_SDA_VQY_Orders_06032014 DEALERSHIP.xlsx](#) MS Excel Workbook 2007 (21.06KB)
FSU_SDA_VQY_Orders_06032014 Dealership

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Intended roles: Parts Counter Person, Parts Manager, Sales Management, Service Advisor, Service Manager, Warranty Administrator

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