

Customer Satisfaction Program

16097 Vehicle Label Error



Reference Number: N162065980

Release Date: December 2016
Revision: 00

Attention: This program is in effect until December 31, 2018.

| Make | Model | Model Year | | RPO | Description |
|-----------|---------|------------|------|-----|---|
| | | From | To | | |
| Chevrolet | Express | 2017 | 2017 | UY7 | Trailer Wiring, Dual 4-pin/7-pin Sealed Connector |
| GMC | Savana | | | | |

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 | Some 2017 model year Chevrolet Express and GMC Savana vehicles, equipped with UY7 trailer harness provisions had <i>TRAILER WIRING, DUAL 4-pin/7-pin SEALED CONNECTOR</i> , listed on the window Label. GM charged for but did not “loose ship” the connector when it left the assembly plant. |
| Correction | Customers with this condition may contact their local GM dealer to communicate their VIN, and the dealer will arrange to provide a dual 4-pin/7-pin sealed connector for them to pick up at no charge. Dealers are to place the part in the glove box for inventory vehicles. |

Parts

| Quantity | Part Name | Part No. |
|----------|---|----------|
| 1 | Trailer Wiring, Dual 4-pin/7-pin Sealed Connector | 22900481 |

Warranty Information

| Labor Operation | Description | Labor Time | Trans. Type | Net Item |
|-----------------|---|------------|-------------|----------|
| 9102777 | Procure and disperse Trailer Wiring, Dual 4-pin/7-pin Sealed Connector. | 0.2 | ZFAT | N/A |

Service Procedure

The trailer wiring connector was not supplied with the vehicle when it was shipped from the assembly plant. Order a trailer harness connector for customer vehicles **ONLY** if they contact the dealer referencing this bulletin. For vehicles that are in inventory, order the trailer wiring connector and place the connector in the glovebox of the vehicle.

Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program must be held and inspected/repared 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 program 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 program enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

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Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. 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 program 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 program.

Customer Notification

USA & Canada - General Motors will notify customers of this program 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**

Customer Satisfaction Program

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December 2016

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

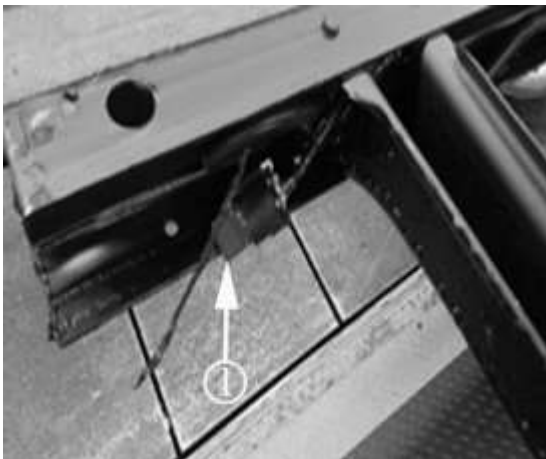
We have learned that your 2017 model year Chevrolet Express or GMC Savana may have “*TRAILER WIRING, DUAL 4-pin/7-pin SEALED CONNECTOR*”, listed on the window label. General Motors charged for, but did not loose ship the connector when it left the assembly plant.

Your satisfaction with your Chevrolet Express or GMC Savana is very important to us, so we are announcing a program to fix it.

What We Will Do: Your GM dealer will arrange to provide a dual 4-pin/7-pin sealed connector for pick up. This service will be at **no charge until December 31, 2018.**

What You Should Do: To limit any possible inconvenience, we recommend that you contact your Chevrolet or GMC dealer as soon as possible to schedule an appointment and order the part (P/N 22900481). By scheduling an appointment, your dealer can ensure that the necessary part will be available for you to pick up on your scheduled appointment date.

Your vehicle is equipped with Trailer Wiring Harness Provisions and is capped with a red protective cap. You will find the end terminal at the left rear portion of the vehicle. We hope you find this newly released Dual 4-pin/7-pin sealed connector convenient when you upfit your vehicle with a platform trailer hitch system and trailer either wiring set-ups for a lighter duty 4-pin or heavier duty 7-pin trailer.



4639360

Trailer Wiring Harness provision with red protective cap (1)

4-pin/7-pin sealed vehicle side connector (2)

If you have any 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 |
| GMC | 1-800-462-8782 | 1-800-889-2438 |
| Puerto Rico – English | 1-800-496-9992 | |
| Puerto Rico – Español | 1-800-496-9993 | |
| Virgin Islands | 1-800-496-9994 | |

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Terry M. Inch
Executive Director
Global Connected Customer Experience

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4278
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 5, 2016

Subject: 16097 - Customer Satisfaction Program
Vehicle Label Error

Models: 2017 Chevrolet Express
2017 GMC Savana
Equipped with Trailer Wiring, Dual 4-pin/7-pin Sealed Connector (UY7)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 16097 today. The total number of U.S. vehicles involved is 780. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on December 20, 2016.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated December 6, 2016. A list of involved vehicles is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS