

# Service Update

## 16157 Incorrect Grille Bowtie Emblem



Reference Number: N162069880

Release Date: December 2016  
Revision: 00

**Attention:** This service update involves vehicles in dealer inventory only and will expire December 31, 2017.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado LD	2017	2017	P3H	Black Bowtie Emblems Package

This service update should be performed on vehicles in dealer inventory only. 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>	Certain 2017 model year Chevrolet Silverado LD Midnight Edition vehicles, equipped with the Black Bowtie Emblems Package (RPO P3H), were shipped to dealers with a gold grille bowtie emblem instead of a black one.
<b>Correction</b>	Dealers are to replace the gold grille bowtie emblem with a black one.

### Parts

Quantity	Part Name	Part No.
1	EMBLEM, FRT GRL (CHROME W/BLACK INSERT) (BOWTIE)	23303574

Note: It is estimated that only 22 involved vehicles worldwide will require the emblem replaced on this vehicle. This service update should be performed on vehicles that are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. There is a small number of vehicles anticipated that will need this fix. **Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock.** Parts may have quantity limiters in effect.

**Reminder:** Parts may be removed from RIM management. Dealers should review the affected parts to confirm RIM managed status.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102784	Inspect Front Grille Emblem-No Further Action Required	0.2	ZFAT	N/A
9102785	Replace Front Grille Emblem (Includes Inspection)*	0.4		

\*Published labor time in the LTG for grille replacement will appear in the next LTG update.

### Service Procedure

- Inspect the front grille emblem:
  - If the vehicle has the black insert with chrome emblem, no further action required.
  - If the vehicle DOES NOT have the black insert with chrome emblem, proceed to step 2.
- Open the hood and install fender covers.
- Remove the front grille. Refer to *Front Grille Replacement* in SI
- Place the grille face down on a surface covered with a fender cover or equivalent to not scratch or damage the grille.

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5. Release the 4 tabs as shown and remove the emblem.
6. Turn over the grille and carefully line up the new emblem with the holes and gently snap into place.
7. Install the front grille. Refer to *Front Grille Replacement* in SI.
8. Remove the fender covers and close hood.

#### Dealer Responsibility

Dealers must take the steps necessary to ensure that the service update correction has been made to all involved vehicles in dealer inventory before selling or dealer-trading the vehicle, but no later than December 31, 2017.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin 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.



GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4288  
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 8, 2016  
Subject: 16157 - Service Update  
Incorrect Grille Bowtie Emblem  
Models: 2017 Chevrolet Silverado  
Equipped with Black Bowtie Emblems Package (RPO P3H)  
To: All General Motors Dealers

General Motors is releasing Service Update 16157 today. The total number of U.S. vehicles involved is 22. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated December 9, 2016. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE  
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