

Customer Satisfaction Program

16095 Brake Caliper Guide Pin Bolt Torque Low



Reference Number: N16207301

Release Date: November 2016
Revision: 00

Attention: This program is in effect until November 30, 2018.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado LD	2017	2017		
GMC	Sierra LD	2017	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.

Condition	Certain 2017 model year Chevrolet Silverado LD and GMC Sierra LD vehicles may have a condition in which the left and right front brake caliper assemblies are suspect to a torque value below the specification of 100 Nm. If not corrected, the condition has the potential to degrade vehicle stopping distance during normal operation.
Correction	Inspect, and if necessary, torque the left and right front brake caliper assembly bolts to 100 Nm.

Parts

No parts are required for this procedure.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102699	Inspect The Left and Right Front Brake Caliper Date Code - No Further Action Required	0.2	ZFAT	N/A
9102700	Tighten Left and Right Front Caliper Guide Pin Bolts to Specification (Includes Inspection)	0.4	ZFAT	N/A

Service Procedure

Inspection

1. Raise the vehicle on a hoist. Refer to *Lifting and Jacking the Vehicle* in SI.
2. Visually inspect the date code on the left and right front brake calipers.



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- If the date code is **13K6A, 13K6\$, 14K6A or 14K6\$**, proceed to the caliper bolt tightening procedure below.
 - If the date code is **not 13K6A, 13K6\$, 14K6A or 14K6\$**, no further action is required.
3. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

Caliper Pin Bolt Tightening

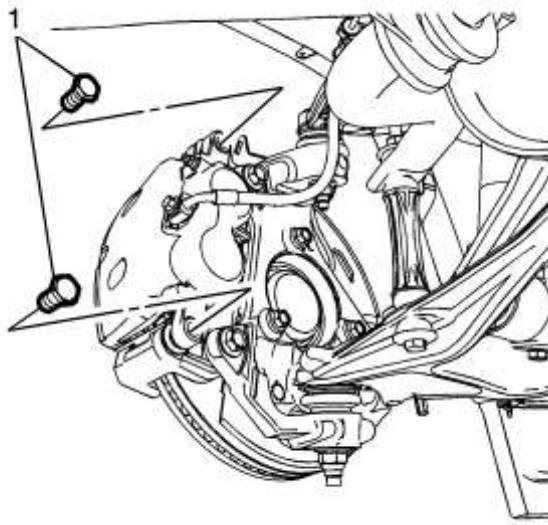
Note: Do not allow the open end wrench to contact the brake caliper when removing or installing the brake caliper guide pin bolt. Allowing the open end wrench to contact the brake caliper will cause a pulsation when the brakes are applied.

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1. With the vehicle raised, remove both front wheels. Refer to *Tire and Wheel Removal and Installation* in SI.



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2. Using a backup wrench on the brake caliper guide pins, tighten the brake caliper guide pin bolts (1) to **100 Nm (74 lb ft)**.
3. Reinstall both front wheels. Refer to *Tire and Wheel Removal and Installation* in SI.
4. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

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, through November 30, 2018. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle 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. Program 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 facility for service through November 30, 2018, you must take the steps necessary to be sure the program 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. 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.

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Courtesy Transportation – For USA & Canada

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

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**

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November 2016

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

Dear General Motors Customer:

We have learned that your 2017 model year Chevrolet Silverado LD or GMC Sierra LD vehicles may have been built with a condition in which the left and right front brake caliper assemblies may not have been tightened to the proper specification. If the assemblies are not tightened to the correct specification, it could result in the potential to degrade vehicle stopping distance during normal operation.

Your satisfaction with your 2017 model year Chevrolet Silverado LD or GMC Sierra LD is very important to us, so we are announcing a program to correct this condition.

What We Will Do: Your GM dealer will inspect the left and right front brake caliper assembly bolts, and if necessary, tighten the bolts to the correct specification. This service will be performed for you at **no charge until November 30, 2018**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair.

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	1-800-222-1020	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

16095

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4241
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 2, 2016

Subject: 16095 - Customer Satisfaction Program
Brake Caliper Guide Pin Bolt Torque Low

Models: 2017 Chevrolet Silverado LD and GMC Sierra LD

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction 16095 today. The total number of U.S. vehicles involved is approximately 400. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin at the end of November.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated November 3, 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

GLOBAL SAFETY FIELD INVESTIGATIONS