

Customer Satisfaction Program

17057 Rear Inside Door Handle & Inside Lock Knob Disable



Reference Number: N172082900

Release Date: February 2017
Revision: 00

Attention: This program is in effect until February 28, 2019.

Make	Model	Model Year		SEO	Description
		From	To		
Chevrolet	Tahoe PPV & Special Service	2017	2017	6N6	Rear Door Lock Disable

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 Tahoe Police Pursuit and Special Service vehicles may have been built with the left and right rear door interior release handle and lock controls in functioning order. As part of the SEO 6N6 option for Police Pursuit or Special Service Vehicle Packages the rear door interior release handle and lock controls should be disabled to the rear doors from being opened from inside the vehicle.
Correction	Dealers will disconnect the inside door release handle cables and remove the rear door lock rods.

Parts

Quantity	Part Name	Part No.
2	Medium Size (6-8") wire ties	Locally Sourced

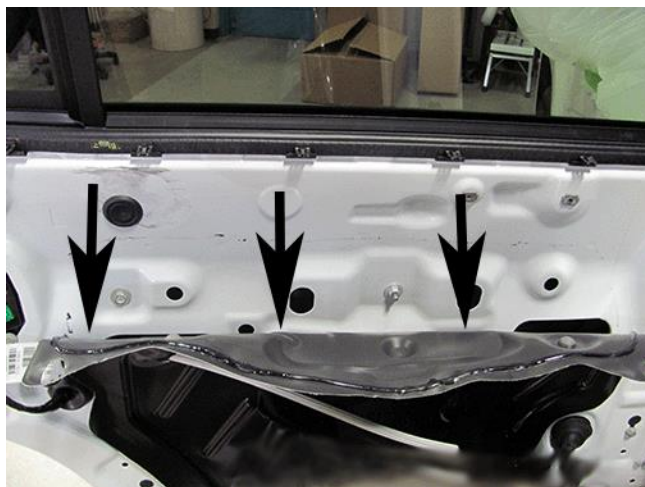
Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102969	Defeat Left And Right Rear Door Interior Handle and Lock Control Functions	0.7	ZFAT	N/A

Service Procedure

Use the following steps to defeat the left and right rear door interior handle and lock control functions. This includes securing the door handle release cable and storing the unused lock rod knobs in the vehicle glove box.

1. Remove the left and right rear side door trim panels. Refer to *Rear Side Door Trim Replacement (Chevrolet, GMC)* in SI. Disconnect the inside handle release cable from the inside handle.
2. Remove the left and right rear door lock rods and place them in the glove box. Refer to *Rear Side Door Locking Rod Knob Replacement (Short Wheelbase)* in SI.

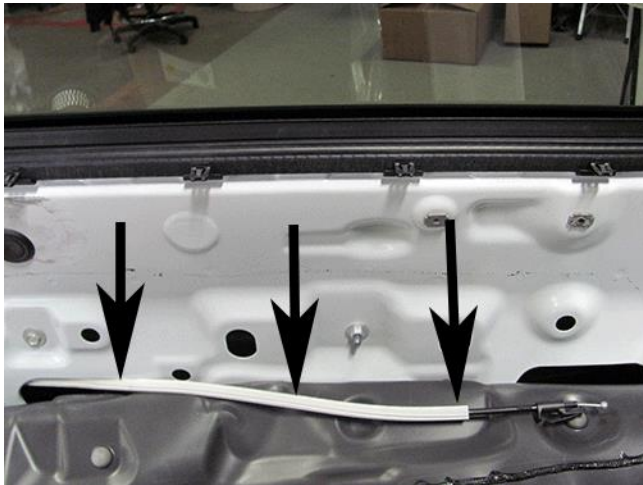


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3. With the left and right rear side door trim panels still removed, peel back the top half of the water deflectors. Use care to not tear the water deflectors.

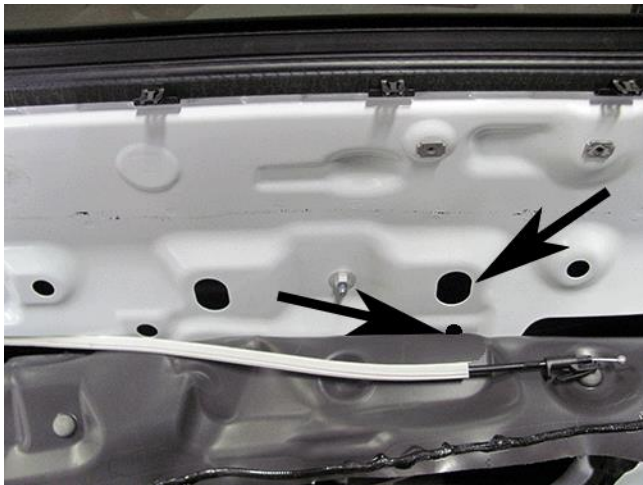
Customer Satisfaction Program

17057 Rear Inside Door Handle & Inside Lock Knob Disable

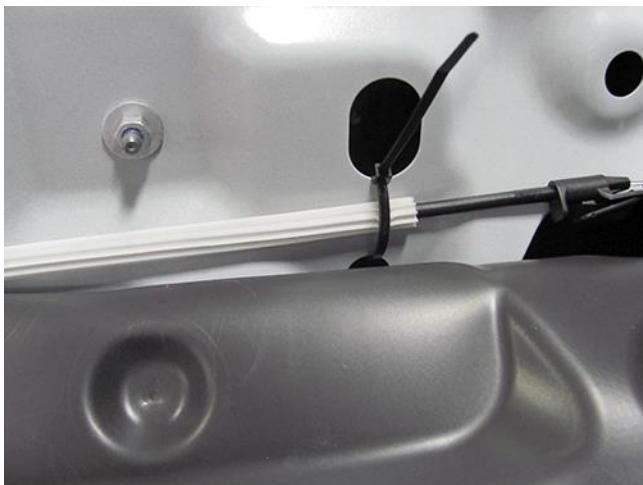


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4. Pull the inside handle release cable back through the hole in the water deflector and position the cable between the water deflector and the inner door. Repeat on the opposite door.



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5. Using a wire tie through the two holes in the inner door, secure the cable as shown. Trim any excess length from the wire tie. Repeat on the opposite door.
6. Carefully reinstall the water deflectors, ensure all of the holes and molded features line up with the inner door and that the perimeter adhesive is fully sealed to the inner door.

Customer Satisfaction Program

17057 Rear Inside Door Handle & Inside Lock Knob Disable



7. Reinstall the left and right rear side door trim panels. Refer to *Rear Side Door Trim Replacement (Chevrolet, GMC)* 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/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.

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 February 28, 2019. 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 February 28, 2019, 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.

Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).



Customer Satisfaction Program

17057 Rear Inside Door Handle & Inside Lock Knob Disable



February 2017

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

Dear General Motors Customer:

We have learned that your 2017 model year Chevrolet Tahoe Police Pursuit or Special Service vehicle may have been built with the left and right rear door interior release handle and lock controls in functioning order. As part of the option for Police Pursuit or Special Service Vehicle Packages the rear door interior release handle and lock controls should be disabled to the rear doors from being opened from inside the vehicle.

Your satisfaction with your Chevrolet Tahoe is very important to us, so we are announcing a program to correct this condition if present.

What We Will Do: Your GM dealer will disconnect the inside door release handle cables and remove the rear door lock rods. This service will be performed for you at **no charge until February 28, 2019**. 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. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

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
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 Chevrolet Tahoe vehicle provides you many miles of enjoyable driving.

Terry M. Inch
Executive Director
Global Connected Customer Experience

17057

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4337
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 3, 2017

Subject: 17057 - Customer Satisfaction Program
Rear Inside Door Handle & Lock Knob Disable

Models: 2017 Chevrolet Tahoe PPV Equipped with SEO 6N6

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 17057 today. The total number of U.S. vehicles involved is approximately 118. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on February 6, 2017 via FedEx Express.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated February 3, 2017. 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