

Customer Satisfaction Program

17028 - Diesel Owner Manual Supplement Missing



Reference Number: N162080400

Release Date: February 2017
Revision: 00

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

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado HD	2017	2017	L5P	6.6L diesel engine
GMC	Sierra HD				

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 HD and GMC Sierra HD vehicles, equipped with 6.6L diesel engine (RPO L5P), may not have had the Diesel Engine Owner Manual Supplement and/or insert installed at the assembly plant.
Correction	Insert the Owner Manual Diesel Engine Supplement in the vehicle.

Parts

Quantity	Part Name	Part No.
1	English Language (U.S.) Owner Manual Diesel Engine Supplement	84290183 (US)
1	English Language (Canada) Owner Manual Diesel Engine Supplement	84290183_CA (Canada)
1 (If Required)	French Language (Canada) Owner Manual Diesel Engine Supplement (Must be ordered with Insert 84289451 below)	23476170_CA (Canada)
1 (If Required)	French Language (Canada) Owner Manual Diesel Insert (Must be ordered with French language owner manual diesel engine supplement)	84289451 (Canada)

Note: The French language owner manual diesel engine Supplement (PN 23476170_CA) must be ordered with the French language owner manual diesel engine insert (PN 84289451).

USA: The owner manual diesel engine supplement is to be obtained from the GM 1Store through the GM Global Connect site. Be sure to request the appropriate owner manual diesel engine supplement part number.

Canada: The owner manual diesel engine supplement is to be obtained through GM Global Connect under App Centre, Business Office, DGN Online Store, or by calling DGN Customer Service at 1-800-668-5539.

French Language owner manual diesel engine supplements and inserts are to be obtained through GM Global Connect under App Centre, Business Office, DGN Online Store, or by calling DGN Customer Service at 1-800-668-5539. A VIN is required to complete the order.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102982	Install Owner Manual Diesel Engine Supplement	0.2	ZFAT	N/A

Service Procedure

Dealer Stock Units

Place the diesel engine owner manual supplement with the owner manual.

French Language Supplement (Canada Only)

1. If a customer requests a French language diesel engine supplement, order both the owner manual diesel engine supplement and insert from DGN.
2. Place the French Language diesel engine owner manual supplement and insert with the owner manual.

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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 and provide an English language Owner Manual Diesel Engine Supplement with the letter (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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February 2017

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

Dear General Motors Customer:

We have learned that your 2017 model year Chevrolet Silverado HD or GMC Sierra HD may not have had the Diesel Engine Owner Manual Supplement and/or insert installed at the assembly plant.

Your satisfaction with your Silverado HD or Sierra HD is very important to us, so we are announcing a program to fix this condition.

General Motors is providing you with the Diesel Engine Owner Manual Supplement. Please place the enclosed supplement in your vehicle with the owner manual for future reference.

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

17028

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4344
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 9, 2017

Subject: 17028 - Customer Satisfaction Program
Diesel Owner Manual Supplement Missing

Models: 2017 Chevrolet Silverado
2017 GMC Sierra
Equipped with 6.6L diesel engine (RPO L5P)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 17028 today. The total number of U.S. vehicles involved is approximately 1,714. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on February 17, 2017.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated February 10, 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