

TECHNICAL SERVICE BULLETIN



DEPARTMENT OF COMPLIANCE
VEHICLE SAFETY AND RECALL MANAGEMENT
BUILDING 11
423 N MAIN ST
MIDDLEBURY, INDIANA 46540-9218

Technical Service Bulletin: 24-0457

General Motors Service Bulletin: 17177

<<VIN>>

<<OWNER NAME/DEALERNAME>>

<<ADDRESS>>

<<CITY>>, <<ST>> <<ZIP-XXX>>

- o Integrity
- o Safety
- o Quality
- o Customer Service

July 31, 2017

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2017 Rockport Work-Truck vehicles. Please see the information below which describes the issue and provides you with details on the steps you should take to have your vehicle repaired.

WHAT IS THE ISSUE?

According to the notification received by General Motors; On certain vehicles, the electronic brake control module (EBCM) is not able to be unlocked due to a mismatch between programming seed and device key. Module unlock allows for a calibration or software updated used for service or vehicle content change.

OWNERS: WHAT SHOULD YOU DO?

Please take your vehicle to any authorized General Motors facility to have the Service Bulletin addressed with your vehicle.

DEALERS: WHAT SHOULD YOU DO?

Please review the attached letter from General Motors for specific instructions.

MAY DAIMLER TRUCKS NORTH AMERICA LLC ASSIST YOU FURTHER?

CONTACT	PHONE
General Motors Customer Service Center	800-462-8782

WHAT IF YOU HAVE PREVIOUSLY PAID FOR REPAIRS TO YOUR VEHICLE FOR THIS PARTICULAR CONDITION?

If you have already paid for a repair that is within the scope of this service bulletin, you may be eligible for a refund of previously paid repairs. Refunds will only be provided within the scope of this Technical Service Bulletin.

Please contact the General Motors Customer Service Center at the phone number above to arrange for reimbursement.

Sincerely,

Forest River, Inc.
Engineer
Office of Corporate Compliance

Service Update

17177 EBCM Cannot be Unlocked and Reprogrammed For Service



Reference Number: N172095850

Release Date: June 2017

Revision: 00

Attention: This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Express 3500 Cutaway	2017	2017		
GMC	Savana 3500 Cutaway	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	On certain vehicles, the electronic brake control module (EBCM) is not able to be unlocked due to a mismatch between programming seed and device key. Module unlock allows for a calibration or software updated used for service or vehicle content change.
Correction	Dealers are to replace the electronic brake control module.

Parts

Quantity	Part Name	Part No.
1	Module Elek Brk Cont	84055067

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103174	Electronic Brake Control Module Replacement RWD (Includes Programming)	0.7	ZFAT	N/A

Service Procedure

1. Replace the electronic brake control module. Refer to *Electronic Brake Control Module Replacement* in SI.

Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

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/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.

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**