

# Customer Satisfaction Program

## 17038 Window Label Lists Two Engine Sizes



Reference Number: N162079500

Release Date: March 2017  
Revision: 00

**Attention: This program is in effect until March 31, 2019.**

Make	Model	Model Year		RPO	Description
		From	To		
GMC	Savana	2015	2016	L20	Engine – Gas, 8 Cylinder 4.8L
				VXT	Vehicle Type – Incomplete

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>	General Motors has discovered an inadvertent error on the window label of certain 2015-2016 model year GMC Savana vehicles, equipped with a 4.8L Vortec V8 engine (RPO L20). The window label on these vehicles contained the correct 4.8L Vortec V8 engine information at the top of the label where the engine is identified. In the Standard Equipment Notes section of the window label, however, the label also incorrectly referenced a 6.0L engine. This label may lead to confusion over which engine the vehicle is equipped with.
<b>Correction</b>	General Motors is providing customers with a corrected window label.

### Parts

No parts are required.

### Warranty Information

No Labor Code required.

**Note:** Customers of involved vehicles will receive a customer letter and replacement window label via mail delivery. Involved vehicles are marked “Closed” on the Investigate Vehicle History screen in GM Global Warranty Management system once letters are mailed. Reference the Customer Notification section and copy of customer letter included with this bulletin.

### Service Procedure

No Service Procedure required.

**Note:** Customers of involved vehicles will receive a customer letter and replacement window label via mail delivery. Reference the Customer Notification section and copy of customer letter included with this bulletin. Involved vehicles are marked “Closed” on the Investigate Vehicle History screen in GM Global Warranty Management system once letters are mailed.

### Dealer Responsibility

All new vehicles in dealers' possession and subject to this program must be held until the replacement label is affixed to the vehicle per this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, or used for demonstration or any other purpose until the replacement label has been affixed to the vehicle.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified upon release of this bulletin. The vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program, once the field action is closed in the Global Warranty Management system. Involved vehicles are marked “Closed” on the Investigate Vehicle History screen in GM Global Warranty Management system once letters are mailed.

Dealers are to provide corrected labels under this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through March 31, 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. 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.

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### 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).

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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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March 2017

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

General Motors has discovered an inadvertent error on the window label of your vehicle. Your 2015-2016 model year GMC Savana, equipped with a 4.8L Vortec V8 engine, equipped with a 4.8L Vortec V8 engine, contained the correct engine information at the top of the label where the engine is identified. In the Standard Equipment Notes section of the window label, however, your label also incorrectly referenced a 6.0L engine. Certainly, we want to avoid any confusion about the equipment on your vehicle, and we are writing to make sure you understand that your vehicle is equipped with a 4.8L Vortec V8 engine.

Your satisfaction with your Savana is very important to us, so we want to make you aware of this situation.

Also, General Motors is providing you with a corrected window label for your vehicle. Please discard the original, incorrect window label to avoid any possible confusion in the future and retain the enclosed label for future reference. Please do not sell or transfer the vehicle with the original window label with the incorrect information.

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)
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 GMC Savana provides you many miles of enjoyable driving.

Terry M. Inch  
Executive Director  
Global Connected Customer Experience

Enclosure  
17038

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4364  
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 1, 2017

Subject: 17038 - Customer Satisfaction Program  
Window Label Lists Two Engine Sizes

Models: 2015-2016 GMC Savana  
Equipped with 4.8L engine (RPO L20) and Vehicle Type-Incomplete  
(RPO VXT)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 17038 today. The total number of U.S. vehicles involved is approximately 29. Because customers of involved vehicles will receive a new label enclosed with their notification letter, no dealer action is necessary at this time. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on March 1, 2017. Because customers of involved vehicles will receive a new label enclosed with their notification letter, no dealer action is necessary at this time. Involved vehicles will be marked "Closed" on the Investigate Vehicle History screen in GM Global Warranty Management system once letters are mailed.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated March 2, 2017.

According to our records, none of the involved vehicles exist in dealer new inventory. Involved vehicles will be marked "Closed" on the Investigate Vehicle History screen in GM Global Warranty Management system once letters are mailed.

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS