

Customer Satisfaction Program

17105 Incorrect Idler Pulley Installed



Reference Number: N162081320

Release Date: March 2017
Revision: 00

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

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado HD	2017	2017	L5P/KHB	Diesel Engine /Dual Generators
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 and GMC Sierra vehicles, equipped with a DuraMax Diesel Engine (L5P) and Dual Generators (KHB), may have been built with an accessory drive belt idler pulley intended for other applications. The pulley's centerline and capacity differs from the design intent pulley. This difference in alignment and durability may cause the accessory drive belt at some point to come off the accessory drive system. Without an accessory drive belt, the vehicle will lose engine cooling, battery charging, power steering, power brakes, and air conditioning operation. All other systems will function normally.
Correction	Inspect the idler pulley and the drive belt replacing either or both if required.

Parts

Quantity	Part Name	Part No.
1*	PULLEY BELT IDLER	12626075
1**	BELT FAN & W/P	12645694

*If required.

**If belt replacement is required.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103052	Inspect Idler Pulley	0.2	ZFAT	N/A
ADD:	Replace Idler Pulley	0.3		
ADD:	Replace Drive Belt	0.4*		

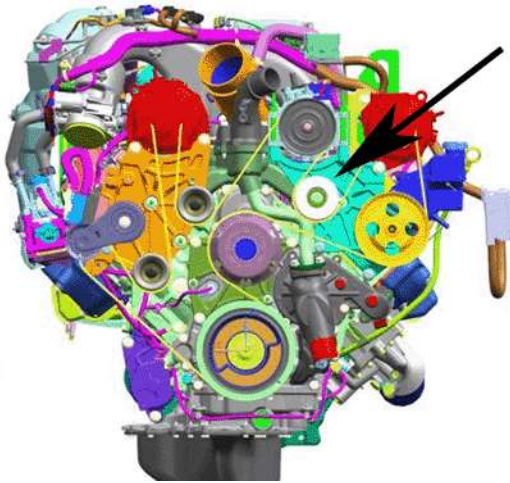
*The Labor Time Guide will be updated to reflect the change in the Drive Belt Replacement procedure in the next LTG update.

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Service Procedure



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1. Inspect the idler pulley for 3 visible “dots” (1) on the front of the pulley.
2. If the pulley has the 3 visible “dots”, no further action is required.
3. If the pulley DOES NOT have the 3 visible dots, replace the pulley:
 - 3.1 Remove the tension from the drive belt by rotating the tensioner counterclockwise. The drive belt does not need to be fully removed to replace just the idler pulley.
 - 3.2 Remove and replace the idler pulley. Torque to 58 Nm (43 lb ft).
 - 3.3 Inspect the drive belt for any damage. Replace the drive belt only if there are any visible signs of damage. Refer to Drive Belt Replacement (Dual Generators) in SI.
 - 3.4 Route the drive belt around all the drive pulleys except for the tensioner.
 - 3.5 Rotate the tensioner counterclockwise.
 - 3.6 Install the belt around the tensioner and slowly release the tension on the tensioner.

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 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. 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 March 31, 2019, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

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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.

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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March 2017

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

Dear General Motors Customer:

We have learned that your 2017 model year Chevrolet Silverado and GMC Sierra may have been built with an accessory drive belt idler pulley intended for other applications. The pulley's centerline and capacity differs from the design intent pulley. This difference in alignment and durability may cause the accessory drive belt at some point to come off the accessory drive system. Without an accessory drive belt, the vehicle will lose engine cooling, battery charging, power steering, power brakes, and air conditioning operation. All other systems will function normally.

Your satisfaction with your Silverado or Sierra is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will inspect the idler pulley and the drive belt and if necessary, replace either or both. This service will be performed for you at **no charge until March 31, 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 required parts are in stock.

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 Silverado vehicle provides you many miles of enjoyable driving.

Terry M. Inch
Executive Director
Global Connected Customer Experience

17105

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4371
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 9, 2017

Subject: 17105 - Customer Satisfaction Program
Incorrect Idler Pulley Installed

Models: 2017 Chevrolet Silverado HD
Equipped with DuraMax Diesel Engine (L5P) & Dual Generators (KHB)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 17105 today. The total number of U.S. vehicles involved is approximately 17. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on March 27, 2017.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated March 9, 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