

Service Update

17118 Front Fascia Missing Tow Hook Opening



Reference Number: N172091000

Release Date: March 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	Suburban Tahoe	2017	2017	GMU	Pepperdust Metallic
				SDA	Recovery Hooks (Dealer Installed)
				VQY	

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 and Suburban vehicles may have been built with a front bumper lower fascia molding that has only one tow hook opening when the molding should have two tow hook openings. This condition inhibits the ability to install a second front tow hook.
Correction	Replace the front bumper fascia lower molding.

Parts

Quantity	Part Name	Part No.
1	Molding, Frt Bpr F	22936496
10 (As Required)	Retainer, Frt Grl	11547341

Parts Pre-Ship Information – For USA & Canada

Important: An initial supply of all parts from the 22936496 Fascia and 11547341 Retainer required to complete this bulletin will be pre-shipped to all 4 impacted dealers of record. This pre-shipment is scheduled to begin and conclude the week of March 6, 2017. Pre-shipped parts will be charged to dealer's open parts account. A quantity limiter may be in effect.

Due to the small number of vehicles involved (4) and due to limited initial parts availability, dealers are encouraged not to order parts for use as shelf stock.

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
9102626	Front Bumper Fascia Lower Molding Replacement	2.0	ZFAT	N/A

Service Procedure

1. Remove the front bumper fascia lower molding. Refer to *Front Bumper Fascia Lower Molding Replacement* in SI.
2. Install the front bumper fascia lower molding. Refer to *Front Bumper Fascia Lower Molding Replacement* in SI.

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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.



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Date: March 7, 2017

Subject: 17118 - Service Update
Front Fascia Missing Tow Hook Opening

Models: 2017 Chevrolet Suburban, Tahoe
Equipped with Dealer Installed Recovery Hooks (RPO SDA or VQY)

To: All General Motors Dealers

General Motors is releasing Service Update 17118 today. The total number of U.S. vehicles involved is 3. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated March 8, 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

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