

Customer Satisfaction Program

17429 Monroney Window Label Incorrectly Lists Rear Vision Camera



Reference Number: N172126730

Release Date: December 2017

Revision: 00

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

GM will change the status of involved vehicles to "Closed" on the Investigate Vehicle History screen in GM Global Warranty Management system approximately 1-2 days after letters are mailed.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado HD Crew Cab	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	Certain 2017 model year Chevrolet Silverado 3500HD Crew Cab vehicles were delivered to customers with an inadvertent window label error incorrectly indicating that the vehicle had a rear vision camera.
Correction	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. GM will change the status of involved vehicles to "Closed" on the Investigate Vehicle History screen in GM Global Warranty Management system approximately 1-2 days after letters are mailed. Reference the Customer Notification section and the attached template copy of a 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. GM will change the status of involved vehicles to "Closed" on the Investigate Vehicle History screen in GM Global Warranty Management system approximately 1-2 days after 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, once the field action is closed in the Global Warranty Management system. GM will change the status of involved vehicles to "Closed" on the Investigate Vehicle History screen in GM Global Warranty Management system approximately 1-2 days after 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. 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 - 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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December 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 2017 model year Chevrolet Silverado 3500HD Crew Cab. The label incorrectly referenced a rear vision camera, which is not included on this vehicle. Please note that the pricing for this vehicle did not include a rear vision camera.

Nevertheless, your satisfaction with your Silverado 3500HD Crew Cab is very important to us, so we want to make you aware of this situation. 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 containing 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)
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 3500HD Crew Cab provides you many miles of enjoyable driving.

Terry M. Inch
Executive Director
Global Connected Customer Experience

Enclosure
17429

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4639
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 18, 2017

Subject: 17429 - Customer Satisfaction Program
Monroney Window Label Incorrectly Lists Rear Vision Camera

Models: 2017 Chevrolet Silverado HD Crew Cab

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 17429 today. The total number of U.S. vehicles involved is 250. Customers of involved vehicles will receive a new label enclosed with their notification letter; there should not be any dealer action necessary at this time. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on December 18, 2017. GM will change the status of involved vehicles to "Closed" on the Investigate Vehicle History screen in GM Global Warranty Management system approximately 1-2 days after letters are mailed.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated December 19, 2017. A list of involved vehicles is attached to this message.

According to our records, none of the involved vehicles exist in dealer new inventory. GM will change the status of involved vehicles to "Closed" on the Investigate Vehicle History screen in GM Global Warranty Management system approximately 1-2 days after letters are mailed.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS