

Service Update

17345 Front Damper Rod Fractured



Reference Number: N172106700

Release Date: November 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	Colorado	2017	2017	ZR2	High Wider Performance Chassis Package

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 Colorado vehicles equipped with a high wider performance chassis package (RPO ZR2), may have a leaking front shock absorber, noise as a result of contact between the upper control arm and service stop, as well as a potential fractured shock absorber piston rod.
Correction	Dealers are to inspect the label on the bottom of the front shock absorbers, and if necessary, replace the front shock absorber.

Parts

Quantity	Part Name	Part No.
1	Front Coil Spring Assembly – LH (RPO LWN)	84330581
1	Front Coil Spring Assembly – LH (RPO LGZ)	84330587

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

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103445	Front Shock Absorber Inspection – No Further Action Required	0.2	ZFAT	N/A
9103446	Front Shock Absorber Replacement	2.0*	ZFAT	N/A

* Labor time includes inspection, front shock absorber replacement and to adjust front camber and/or caster - one side.

Service Procedure

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



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2. Inspect the label on the bottom of the left front shock absorber.

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- If the first 6 digits of the date code are NOT 17089A, 17091D, or 17093D, no further action is required.
 - If the first 6 digits of the date code are 17089A, 17091D, or 17093D, proceed to the next step.
3. Replace the left front shock absorber. Refer to *Shock Absorber and Spring Removal and Installation (With ZR2)* 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.



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URGENT - DISTRIBUTE IMMEDIATELY

Date: November 1, 2017

Subject: 17345 - Service Update
Front Damper Rod Fractured

Models: 2017 Chevrolet Colorado
Equipped with High Wider Performance Chassis Package (RPO ZR2)

To: All General Motors Dealers

General Motors is releasing Service Update 17345 today. The total number of U.S. vehicles involved is 3,280. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated November 1, 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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