

Customer Satisfaction Program

17367 Incorrect Torsion Bar Built into Front Seat Belt Retractors



Reference Number: N172118133

Release Date: November 2017
Revision: 00

Attention: This program is in effect until November 30, 2018.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado HD Crew Cab	2017	2018		
GMC	Sierra HD Crew Cab				

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	The driver's and front passenger's seat belt retractors in certain 2017 model year Chevrolet Silverado Heavy Duty (2500 and 3500 Series) and GMC Sierra Heavy Duty (2500 and 3500 Series) vehicles may have been built with different torsion bars than were used in testing the vehicles for the Government 5-Star Safety Ratings listed on the window sticker. While these vehicles comply with all applicable government safety standards, this condition may affect the Government 5-Star Safety Ratings listed on the window sticker.
Correction	Customers have the choice of whether to have this replacement performed. If the customer chooses to have it completed, dealers are to replace the driver and front passenger-side seat belt retractor assemblies with assemblies containing the correct torsion bar.

Parts

Quantity	Part Name	Part No.
1	Belt Kit	19356107
1	Belt Kit	19356108
1	Belt Kit	19356109
1	Belt Kit	19356110
1	Belt Kit	19356078
1	Belt Kit	19356079
1	Belt Kit	19356080
1	Belt Kit	19356081

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which belt kit to order.

It is estimated that only less than 25% of the involved vehicles will require parts replaced on this vehicle. There is a small number of vehicles anticipated that will need this fix and the customers also have the option to choose not to have the seat belt retractors replaced. **Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock.** Parts may have quantity limiters in effect.

Parts should only be ordered when the customer opts to have the dealer replace the seat belt retractors.

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
9103435	Replace Driver and Passenger Seat Belt Retractors	0.9	ZFAT	N/A

Service Procedure

Replace the driver and passenger seat belt retractor assemblies. Refer to *Front Seat Belt Retractor Replacement (Heavy Duty)* in SI.

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.

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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 November 30, 2018. 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 November 30, 2018, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

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

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 - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).



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November 2017

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

Dear General Motors Customer:

We have learned that the window label for your 2017-2018 model year Chevrolet Silverado HD or GMC Sierra HD may have had inaccurate Government Safety Ratings listed on it when you purchased your vehicle.

Your vehicle was built with driver's and front passenger's seat belt retractors that utilized different torsion bars than the retractors in the vehicles tested by the National Highway Traffic Safety Administration (NHTSA) when NHTSA set the Government Safety Ratings for these vehicles. While these vehicles comply with all applicable government safety standards, the use of a different torsion bar may mean that the retractor might not perform in the same way and achieve the same result in the Government Safety Ratings tests.

Your satisfaction with your Silverado HD or Sierra HD is very important to us. If you are dissatisfied with this condition, you have the option to have the condition corrected.

What We Will Do: If you decide to have the condition corrected, your GM dealer will replace the affected seatbelt retractors with retractors containing new torsion bars matching the ones used in the vehicles tested for the Government Safety Ratings tests. This service will be performed for you at **no charge until November 30, 2018**. After that, any applicable warranty will apply.

What You Should Do: Even though you may have already had repairs related to these parts, you will still need to take your vehicle to your dealer for additional repairs if you decide to have the condition corrected. We recommend that you contact your dealer to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

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
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 GM vehicle provides you many miles of enjoyable driving.

Terry M. Inch
Executive Director
Global Connected Customer Experience

17367

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4611
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 6, 2017

Subject: 17367 - Customer Satisfaction
Incorrect Torsion Bar Built into Front Seat Belt Retractors

Models: 2017-2018 Chevrolet Silverado HD Crew Cab
2017-2018 GMC Sierra HD Crew Cab

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 17367 today. The total number of U.S. vehicles involved is approximately 65,492. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on November 16, 2017.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated November 7, 2017. A list of involved vehicles is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS