

# Service Update

## 17418 Missing Front and Rear Bowtie Emblems



Reference Number: N172127210

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	Trax	2018	2018		

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.

<b>Condition</b>	Certain 2018 model year Chevrolet Trax Redline Edition vehicles were produced without the front and rear black Chevrolet bowtie emblems.
<b>Correction</b>	Dealers are to install missing black Chevrolet bowtie emblems.

### Parts

Quantity	Part Name	Part No.
1	Emblem-Front Grill (Black Bowtie)	42481303
1	Emblem-Liftgate Outside Handle (Black Bowtie)	42565431

**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.

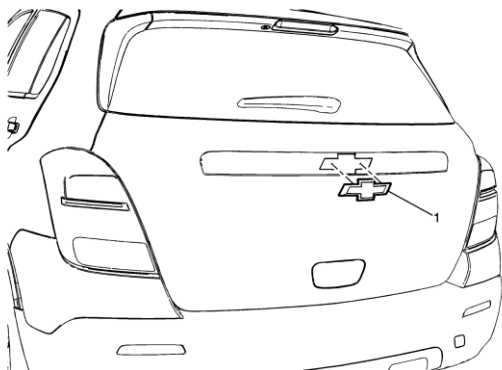
### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103487	Install Front and Rear Black Bow Tie Emblem	0.5*	ZFAT	N/A

\* These vehicles were shipped to the dealer with no grill or liftgate bowtie emblems installed. It is not necessary to remove the front grill to install the grill emblem.

### Service Procedure

**NOTE:** The liftgate emblem service part and vehicle liftgate handle surface should be 21°C (70°F) prior to installation. The vehicle should remain 21°C (70°F) one hour after assembly to allow the adhesive to develop sufficient bond strength.



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1. Thoroughly clean the installation area of the liftgate handle with a 50/50 mixture of isopropyl alcohol and clean water.
2. Peel the adhesive tape liner from the backside of the liftgate outside handle emblem before applying to the liftgate. Use care to not touch the adhesive surface.
3. Align the two alignment pins on the emblem with the two holes on the liftgate handle.
4. Install the emblem (1).
5. Using a clean cotton towel and hand pressure, adhere the entire liftgate outside handle emblem to the liftgate handle.

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6. Position the black bowtie front grill emblem onto the grill by aligning the attachment tabs on the emblem with the slots in the grill emblem mounting area.
7. Firmly push the emblem into position, engaging the tabs and securing the emblem to the vehicle.

#### 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/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.



GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4620  
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 13, 2017

Subject: 17418 - Service Update  
Missing Front and Rear Bowtie Emblems

Models: 2018 Chevrolet Trax

To: All General Motors Dealers

General Motors is releasing Service Update 17418 today. The total number of U.S. vehicles involved is 311. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated today, November 13<sup>th</sup>, 2017. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS