Bulletin No.: 17-NA-085

Date: Mar-2017

Service Bulletin

INFORMATION

Subject: **Unable to Decode VIN within Investigate Vehicle History (IVH)**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Express	2017	2017			All	All
GMC	Savana	2017	2017			All	All

Involved Region or Country	North America
Additional Options (RPO's)	Built in United States (VIN Position 1 is a 1) Manufactured by Navistar (VIN Position 2 is H) Vehicle Brand/Type A (VIN Position 3 is A)
Condition	Some technicians may comment that they are unable to break a vehicles build information down using investigate vehicle history (IVH).
Cause	This may be due to a technical error within the database.
Correction	If you encounter a vehicle that is unable to be broken down within the IVH system, cross reference the SPID (Service Parts ID Label) (located on the passenger front door) with RPOs listed within Service Information (SI) or the Electronic Parts Catalog (EPC).

Parts Information

No parts needed for this repair.

Version	1
Modified	

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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.

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