

Service Update

17289 Incorrect Battery Positive Cable Protection



Reference Number: N172105130

Release Date: August 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	Silverado LD	2017	2017		
Chevrolet	Silverado HD	2017	2017		
GMC	Sierra LD	2017	2017		
GMC	Sierra HD	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	The heat shrink tube length on the battery positive terminal is shorter than design intent. If a customer / dealer technician is working near the positive battery terminal under the hood, contacting bare metal on the terminal and ground could potentially create an arc.
Correction	Add a section of heat shrink to the positive battery cable.

Parts

Quantity	Part Name	Part No.
1	Shrink Tube	19299033

It is estimated that only 77 involved vehicles worldwide will require Tube replaced on this vehicle. There is a small number of vehicles anticipated that will need this fix. 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.

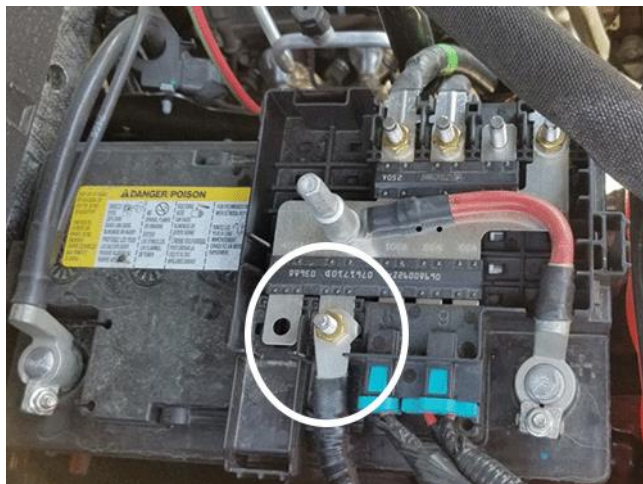
Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103316	Install Shrink Tube	0.3	ZFAT	N/A

Service Procedure

1. Open hood and install fender covers
2. Disconnect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.
3. Remove the battery fuse block cover.



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4. Remove the position 7 battery positive cable fastener and remove the battery positive cable from the battery fuse block stud.
5. Install the shrink tube over the positive battery cable.



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6. Measure 30 mm (1.81 inches) from the center of the positive battery cable terminal hole.



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Important: Do not allow shrink tube to be installed past the line shown above.

7. Using a heat gun or equivalent, shrink the tubing around the battery cable.
8. Re-check the shrink tube measurement from the center of the positive battery cable terminal hole.

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9. Install the position 7 battery positive cable fastener and install the battery positive cable, to the battery fuse block stud. Torque to 15 Nm (133 lb in).
10. Install the battery fuse block cover.
11. Connect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.
12. Remove fender covers and close hood.

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.



GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4527
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 10, 2017

Subject: 17289 - Service Update
Incorrect Battery Positive Cable Protection

Models: 2017 Chevrolet Silverado LD/HD
2017 GMC Sierra LD/HD

To: All General Motors Dealers

General Motors is releasing Service Update 17289 today. The total number of U.S. vehicles involved is approximately 69. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated August 10, 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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