

Customer Satisfaction Program

17316 Window Label Incorrectly Lists CD Player



Reference Number: N172109040

Release Date: August 2017
Revision: 00

Attention: This program is in effect until September 30, 2019.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Caprice PPV	2016	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	General Motors has discovered an inadvertent error on the window label of certain 2016 and 2017 model year Chevrolet Caprice PPV vehicles. In the Standard Equipment Notes section of the window label, the label incorrectly referenced a CD player, which is not included on this vehicle. This label may lead to confusion over what feature the vehicle is equipped with.
Correction	General Motors is providing customers with a corrected window label.

Parts

Replacement labels with the corrected information are being reprinted and mailed via FedEx Overnight Delivery to involved dealers of record beginning August 16, 2017. Please do not attempt to order replacement labels via the BARS Reprint Request process in GM GlobalConnect prior to August 25, 2017. After that date, you may order additional labels through GM GlobalConnect. Log into GlobalConnect, select >Sales >BARS Reprint Request >COV/Price Fuel Label Request >Price Fuel Label. Enter the VIN and press Submit.

Note: Customers of involved vehicles will receive a customer letter and replacement window label via mail delivery. Reference the Customer Notification section and copy of customer letter included with this bulletin. Involved vehicles are marked "Closed" on the Investigate Vehicle History screen in GM Global Warranty Management system once letters are mailed.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103356	Remove and Replace Monroney Label	0.1	ZFAT	N/A

Service Procedure

Note: This procedure is for involved vehicles in dealer new vehicle inventory only. Replacement Monroney labels for these vehicles are VIN specific. Please exercise due care to ensure that the correct label is affixed to the correct vehicle.

- Carefully remove the factory installed label from the vehicle's window. Discard this label.
- Carefully affix the replacement label to the vehicle's window.

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.

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 September 30, 2019. 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.

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In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through September 30, 2019, 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.

Customer Notification

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

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



**We Support
Voluntary Technician
Certification**

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September 2017

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

Dear General Motors Customer:

General Motors has discovered an inadvertent error on the window label of certain 2016 and 2017 model year Chevrolet Caprice PPV vehicles. In the Standard Equipment Notes section of the window label, the label incorrectly referenced a CD player, which is not included on this vehicle. This label may lead to confusion over what feature the vehicle is equipped with.

Your satisfaction with your 2016 or 2017 model year Chevrolet Caprice PPV is very important to us, so we want to make you aware of this situation.

Also, General Motors is providing you with a corrected window label for your vehicle. Please discard the original, incorrect window label to avoid any possible confusion in the future and retain the enclosed label for future reference. Please do not sell or transfer the vehicle with the original window label with the incorrect information.

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
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 Chevrolet Caprice PPV provides you many miles of enjoyable driving.

Terry M. Inch
Executive Director
Global Connected Customer Experience

Enclosure
17316

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4534
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 18, 2017

Subject: 17316 - Customer Satisfaction Program
Window Label Incorrectly Lists CD Player

Models: 2016-2017 Chevrolet Caprice PPV

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 17316 today. The total number of U.S. vehicles involved is approximately 1,119. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on September 8, 2017.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated August 18, 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

GLOBAL SAFETY FIELD INVESTIGATIONS