

Service Update

17238 Missing Outside Rear View Mirror



Reference Number: N172102000

Release Date: June 2017
Revision: 00

Attention: This service update involves vehicles in dealer inventory only and will expire June 30, 2018.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Express	2017	2017		

This service update should be performed on vehicles in dealer inventory only. 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	Some 2017 model year Chevrolet Express commercial cutaway vehicles were built without outside rear view mirrors. Without a side view mirror, visibility may be difficult on the sides of the vehicle.
Correction	Install the outside rear view mirrors.

Parts

Quantity	Part Name	Part No.
1	MIRROR ASM-O/S RR VIEW	20838065
1	MIRROR ASM-O/S RR VIEW	20838066

It is estimated that only 10 involved vehicles worldwide will require these parts replaced on this vehicle. **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.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103232	Install Manual Outside Rear View Mirrors	0.5	ZFAT	N/A

Service Procedure

Install the outside rear view mirrors. Refer to *Manual Mirror Replacement* in SI.

Dealer Responsibility

Dealers must take the steps necessary to ensure that the service update correction has been made to all involved vehicles in dealer inventory before selling or dealer-trading the vehicle, but no later than June 30, 2018.

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.

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.



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URGENT - DISTRIBUTE IMMEDIATELY

Date: June 16, 2017

Subject: 17238 - Service Update
Missing Outside Rear View Mirror

Models: 2017 Chevrolet Express

To: All General Motors Dealers

General Motors is releasing Service Update 17238 today. The total number of U.S. vehicles involved is 10. 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, June 16, 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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