

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4489  
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 28, 2017

Subject: 17265 - Customer Satisfaction Program  
ECM Bracket Fasteners Under Torqued  
Stock VIN List Updated

Models: 2017 Chevrolet Express and GMC Savana

To: All General Motors Dealers

General Motors released Customer Satisfaction Program 17265 yesterday. Due to a system reporting conflict, the appropriate BAC codes were not listed on the stock VIN list provided. Please find attached an updated stock VIN list.

**Customer Letter Mailing**

The customer letter mailing will begin in mid-July, 2017.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system was updated June 27, 2017.

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS

# Customer Satisfaction Program

## 17265 ECM Bracket Fasteners Under Torqued



Reference Number: N172101830

Release Date: June 2017  
Revision: 00

**Attention:** This program is in effect until July 31, 2019.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Express	2017	2017		
GMC	Savana	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.

<b>Condition</b>	Certain 2017 model year Chevrolet Express and GMC Savana vehicles may have a condition in which three nuts that attach the plastic engine control module (ECM) bracket to the left inner motor compartment may be under torqued.
<b>Correction</b>	Increase torque on the fasteners to 22 Nm.

### Parts

No parts are required for this bulletin.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103260	Verify ECM Bracket Fastener Torque	0.3	ZFAT	N/A

### Service Procedure

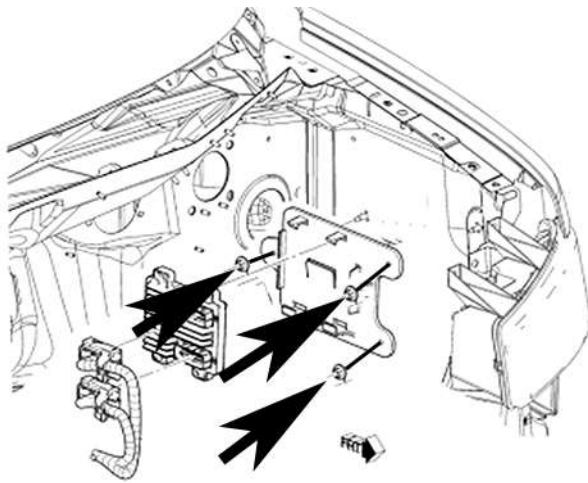


1. Open the vehicle hood and locate the engine control module (ECM) on the driver side inner fender.

**NOTE:** Do not loosen or remove the ECM bracket retaining nuts, only tighten to specification.

# Customer Satisfaction Program

## 17265 ECM Bracket Fasteners Under Torqued



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2. Locate the three nuts that fasten the ECM bracket to the vehicle.
3. Tighten the three ECM mounting bracket nuts to 22 Nm (16 ft. lb).

### 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/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.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through July 31, 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.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through July 31, 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.

**Courtesy Transportation** – For USA & Canada - Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

# Customer Satisfaction Program

## 17265 ECM Bracket Fasteners Under Torqued



### Customer Notification

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

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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**

# Customer Satisfaction Program

## 17265 ECM Bracket Fasteners Under Torqued



July 2017

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

We have learned that your 2017 model year Chevrolet Express and GMC Savana vehicles may have a condition in which three nuts that attach the plastic engine control module (ECM) bracket to the left inner motor compartment may be under torqued.

Your satisfaction with your Chevrolet Express or GMC Savana is very important to us, so we are announcing a program to fix it.

**What We Will Do:** Your GM dealer will increase torque on the fasteners. This service will be performed for you at **no charge until July 31, 2019**. After that, any applicable warranty will apply.

**What You Should Do:** To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair.

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
GMC	1-800-462-8782	1-800-889-2438
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 GM vehicle provides you many miles of enjoyable driving.

Terry M. Inch  
Executive Director  
Global Connected Customer Experience

17265

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4487  
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 27, 2017

Subject: 17265 - Customer Satisfaction Program  
ECM Bracket Fasteners Under Torqued

Models: 2017 Chevrolet Express and GMC Savana

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 17265 today. The total number of U.S. vehicles involved is approximately 300. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin in mid-July, 2017.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated June 27, 2017. A list of involved vehicles is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE

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