

Service Update

17357 Monroney Window Label Displays Incorrect Government 5-Star Safety Rating



Reference Number: N172118131

Release Date: September 2017

Revision: 00

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

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 2500 HD Crew Cab	2017	2017		
GMC	Sierra 2500 HD				

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	General Motors has discovered an issue relating to the accuracy of the Government 5-Star Safety Ratings on the Monroney label for certain 2017 model year Chevrolet Silverado HD Crew Cab and GMC Sierra HD Crew Cab vehicles.
Correction	Remove the Monroney label and affix a corrected label to the vehicle.

Parts

Replacement labels with the corrected information are being reprinted and mailed via FedEx Overnight Delivery to involved dealers of record beginning September 6, 2017. Please do not attempt to order replacement labels via the BARS Reprint Request process in GM GlobalConnect prior to September 13, 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.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103404	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

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 September 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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Date: September 6, 2017

Subject: 17357 - Service Update
Monroney Window Label Displays Incorrect Government 5-Star Safety
Rating

Models: 2017 Chevrolet Silverado 2500HD Crew Cab
2017 GMC Sierra 2500HD Crew Cab

To: All General Motors Dealers

General Motors is releasing Service Update 17357 today. The total number of U.S. vehicles involved is approximately 14,483. Please see the attached bulletin for details.

The 2017 model year vehicles involved in this Service Update were placed on stop delivery September 1, 2017 under GM Reference number N172118130. Once the service procedure contained in the bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

This Service Update only covers the 2017 model year vehicles placed on Stop Delivery under GM Reference number N172118130. A separate communication will be sent when a remedy is determined for the 2018 model year vehicles that remain under stop delivery.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated September 2, 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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