

Service Update

17366 Front Seat Belt Retractors Built with Different Torsion Bar



Reference Number: N172118132

Release Date: September 2017

Revision: 00

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

Vehicles involved in this service update were placed on stop delivery September 1, 2017 (U.S.) or September 14, 2017 (Canada). Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado HD Crew Cab	2018	2018		
GMC	Sierra HD Crew Cab				

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	The driver's and front passenger's seat belt retractors in certain 2018 model year Chevrolet Silverado 2500HD Crew Cab and GMC Sierra 2500HD Crew Cab vehicles may have been built with different torsion bars than were used in testing the vehicles.
Correction	Replace seat belt retractors for driver and front passenger seating locations.

Parts

Quantity	Part Name	Part No.
1	Belt Kit	19356107
1	Belt Kit	19356108
1	Belt Kit	19356109
1	Belt Kit	19356110
1	Belt Kit	19356078
1	Belt Kit	19356079
1	Belt Kit	19356080
1	Belt Kit	19356081

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which belt kit to order.

Parts Pre-Ship Information – For USA & Canada

An initial supply of belt kits will be pre-shipped to involved dealers of record. This pre-shipment is scheduled to begin September 25, 2017, and will be 100% of each dealer's involved vehicles. Pre-shipped parts will be charged to dealer's open parts account. Additional parts, if required, should be obtained from GMCCA.

All orders placed prior to the pre-ship will be cancelled. Additional parts, if required, are to be obtained from GMCCA, when ordering opens. Order parts on a CSO = Customer Special Order only. DRO's may be cancelled. All orders will be reviewed prior to being filled. Parts may have quantity limiters in effect.

Important: Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock.

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.

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Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103410	Replace Driver and Passenger Seat Belt Retractors	0.9	ZFAT	N/A
9103424	Floor Plan Reimbursement	N/A	ZFAT	*

Note: To avoid having to "H" route the floor plan transaction for approval, it must be submitted prior to the repair transaction.

* USA & Canada Only - Vehicles eligible for floor plan reimbursement are to submit the amount in "Net Item/Miscellaneous" and should represent the product of the vehicle's average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message to the date the repair is completed and the vehicle is ready for sale. The stop messages were delivered on September 1, 2017 (U.S.) and September 14, 2017 (Canada). The number of days cannot exceed 26 days (U.S.) and 13 days (Canada):

Vehicle	Reimbursement Amount	
	USA	Canada
2018 Chevrolet Silverado HD Crew	\$6.80	\$8.74
2018 GMC Sierra HD Crew	\$7.70	\$9.94

Service Procedure

Replace the driver and passenger seat belt retractor assemblies. Refer to *Front Seat Belt Retractor Replacement (Heavy Duty)* 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 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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GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4564
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 14, 2017

Subject: Stop Delivery Order for Upcoming Service Update Bulletin 17366

Models: 2018 Chevrolet Silverado HD Crew Cab
2018 GMC Sierra HD Crew Cab

To: All General Motors Dealers

STOP DELIVERY ORDER

Effective immediately, stop the delivery of certain 2018 model year Chevrolet Silverado HD Crew Cab and GMC Sierra HD Crew Cab vehicles in new vehicle inventory. The GM field action number is 17366.

It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification until the condition is remedied.

The driver's and front passenger's seat belt retractors in these vehicles may have been built with different torsion bars than were used in testing the vehicles.

Until further instructions are received, involved vehicles that are in dealers' possession (new vehicle inventory, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will be updated for this upcoming recall on September 15, 2017. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

A list of involved vehicles that have been identified as being in dealer new vehicle inventory is attached to this message. It is sorted by dealer Business Associate Code (BAC) for easy reference. Your dealership's BAC will not be listed if none of the involved vehicles are currently in your new vehicle inventory.

Until the recall bulletin is released, the Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will display "N/A" under Release Date and "Incomplete – Remedy not yet available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

We are working with the supplier to obtain the required parts as quickly as possible. When a sufficient quantity of parts are available, the recall bulletin will be released and dealers can begin repairing vehicles.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS