

Customer Satisfaction Program

18019 Incorrect Winter Grille Cover



Reference Number: N172144490

Release Date: February 2018
Revision: 00

Attention: This program is in effect until 2/29/2020.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado HD	2018	2018	L5P and V10 WCA or GAJ	6.6L Diesel Engine and Winter Package Z71 Midnight Blue or High Country

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	Certain 2018 model year Chevrolet Silverado HD vehicles may have a condition in which customers are unable to install the winter grille cover used to increase under hood temperatures, and improve HVAC performance in cold temperatures. Incorrect parts may have been placed in the loose ship items.
Correction	Replace winter grille cover.

Parts

Quantity	Part Name	Part No.
1	Cover Pkg-Frt Grl Opg	23290141

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.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103630	Replace Front Grille Cover	0.2	ZFAT	N/A

Service Procedure

1. Remove the front grille cover package from the rear of the vehicle.
2. Replace the front grille cover package to the rear of the vehicle.

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 February 29, 2020. 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 February 29, 2020, 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

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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 & Canada - 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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February 2018

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

Dear General Motors Customer:

We have learned that your 2018 model year Chevrolet Silverado HD may have a condition where the winter grille cover used to increase under hood temperatures and improve HVAC performance in cold temperatures may not properly fit the vehicle. The incorrect grille cover may have been placed in the vehicle.

Your satisfaction with your Silverado HD is very important to us, so we are announcing a program to fix it.

What We Will Do: Your GM dealer will replace the winter grille cover. This service will be performed for you at **no charge until February 29, 2020**. 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. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

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 Silverado HD vehicle provides you many miles of enjoyable driving.

Terry M. Inch
Executive Director
Global Connected Customer Experience

GM Recall: 18019

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4673
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 16, 2018

Subject: 18019 Customer Satisfaction Program
Incorrect Winter Grille Cover

Models: 2018 Silverado HD
Equipped with L5P and V10 WCA or GAJ

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 18019 today. The total number of U.S. vehicles involved is approximately 2,110. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on March 2, 2018.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated February 17, 2018. A list of involved vehicles [in dealer new inventory] is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS