

Service News

To: General Managers
Service Managers
Service Technicians
Warranty Managers

Region: U.S.
 CAN

Bulletin: SNM19-001
Date: March 18, 2019
Valid to: May 31, 2019
Action Required? Yes No

From: Elizabeth Jolin, Director Reliability
Subject: RHS Down View Mirror – Anthem, Pinnacle, Granite

Please be advised the optional Right Hand Side Down View Mirror will not be installed on vehicle models AN, PI, GR from the factory effective immediately. This is a result of a quality issue that has been discovered.



Mirror Installed



Mirror Removed

This is intentional and not a mis-build.

We hope to have this resolved soon and will be publishing further information with a schedule for delivering trucks with the mirror. Trucks delivered without the mirror will be addressed once a solution is available.

Note: This does not impact cab-over product.

UPDATE:

Trucks are expected to begin being built with the mirror near the end of April.

Soon after, there will be a campaign released to install the new mirror on trucks with the option, however built without. These trucks are not part of the SC0416 recall.

This campaign is targeted to release in May.