

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4577
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 29, 2017

Subject: Summary of Field Actions 17357, 17366, 17368, 17375
Incorrect Torsion Bar Built into Front Seat Belt Retractors

Models: Certain 2017-2018 Chevrolet Silverado HD and GMC Sierra HD
Equipped with Double Cab or Crew Cab

To: All General Motors Dealers

General Motors has released four field actions related to a condition in which certain vehicles may have an incorrect torsion bar built into the front seat belt retractors. Vehicles in dealer new inventory were placed on stop delivery earlier this month and the field actions were released as parts become available. This message is being sent to provide a summary of the status of these field actions.

Part Numbers

An issue has been reported that some of the belt kit part numbers listed in these bulletins may not be listed in EPC. This makes it difficult to identify which part number to install on the vehicle. We are quickly working to remedy this situation. Until the correction is completed, dealers should verify part number progressions utilizing their parts system resources prior to reaching out for additional assistance. We apologize for this inconvenience and hope to have it corrected soon.

Service Update Bulletin 17357

Applies to certain unsold 2017 model year 2500HD complete crew cabs. The total number of U.S. vehicles involved is approximately 14,483. Dealers will replace the Monroney label. Bulletin 17357 was released to dealers on 9/6. If you have not received a replacement window label for a vehicle in dealer new inventory, please request a replacement using the process given in the bulletin.

Service Update Bulletin 17366

Applies to certain unsold 2018 model year 2500HD complete crew cabs. The total number of U.S. vehicles involved is approximately 345. Dealers will replace seat belt retractors in first row driver and passenger position with correct parts. Bulletin 17366 was released to dealers on 9/22. The parts pre-ship has completed and dealers should begin receiving parts now.

Non-Compliance 17368

Applies to certain unsold 2017-2018 model year 2500HD incomplete (ZW9) crew cabs and 3500HD complete and incomplete crew cabs. The total number of U.S. vehicles involved is approximately 6,598. Dealers will replace seat belt retractors in first row driver and passenger position with correct parts. Bulletin 17368 was released to dealers on 9/27. The parts pre-ship began on 9/27 and dealers should begin receiving parts soon.

Non-Compliance 17375

Applies to certain unsold 2017-2018 model year 2500HD incomplete double cabs and 3500HD complete and incomplete double cabs. The total number of U.S. vehicles involved is approximately 1,609. Dealers will replace seat belt retractors in first row driver and passenger position with correct parts. The parts pre-ship began on 9/26 and dealers should begin receiving parts soon.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS