

Service Update

17107 Rear Back Glass Water Leak



Reference Number: N162078080

Release Date: March 2017
Revision: 00

Attention: This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Colorado	2017	2017		
GMC	Canyon	2017	2017		

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 2017 model year Chevrolet Colorado and GMC Canyon vehicles with a sliding rear window may have a small hole in the casing surrounding the glass. Customers may experience water intrusion into the rear passenger compartment, and the seats or trim may get wet.
Correction	Dealers are to apply seam sealer to cover the small hole in the casing.

Parts

Quantity	Part Name	Part No.
1 (Submit as a Net Item)	Quick Seal 2000 Black Seam Sealer	KT12592*

* Contact Kent Automotive at 1-888-937-5368 (USA), 1-800-563-1717 (Canada), or www.kent-automotive.com. Dealers that do not have a Kent Automotive account or representative must advise the Customer Service Representative that the sealer is being used for this GM bulletin to obtain special bulletin pricing. **Do not order from GMCCA.**

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net/Miscellaneous
9103094	Apply Seam Sealer	0.3	ZFAT	*

* Sealer needed to perform the required repairs, not to exceed \$22.00 USD, \$17.20 CAD. This allowance includes reimbursement for the sealer, handling, and any shipping incurred.

Service Procedure



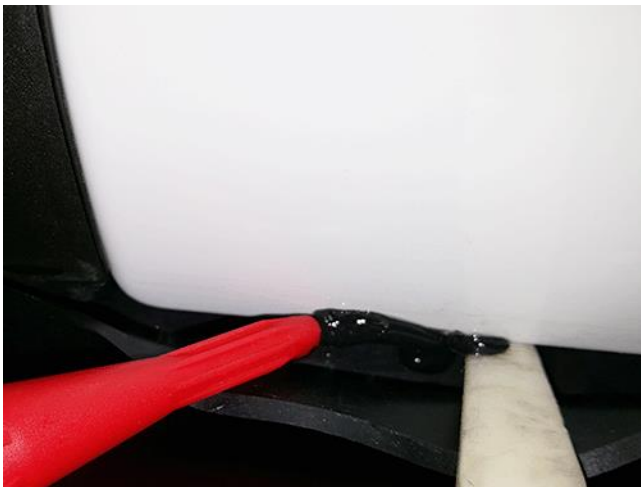
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1. Approximately 25 mm (1 in) inboard from the roof panel joint finish molding, with a trim tool, carefully pull back the rear sliding window molding as shown. Both sides (driver and passenger) should be sealed.
2. Clean the area to remove any debris or water.



3. Apply a small bead of Quick Seal 2000 Black Seam Sealer to cover the small hole in the casing.



4. Push the rear sliding window molding back in place.

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Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

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/repaired 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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Certification**

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4399
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 29, 2017
Subject: 17107 - Service Update
Rear Back Glass Water Leak
Models: 2017 Chevrolet Colorado
2017 GMC Canyon
To: All General Motors Dealers

General Motors is releasing Service Update 17107 today. The total number of U.S. vehicles involved is 585. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated March 30, 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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