

Part 573 Safety Recall Report

17V-267

Manufacturer Name : General Motors LLC**Submission Date :** APR 21, 2017**NHTSA Recall No. :** 17V-267**Manufacturer Recall No. :** 17168**Manufacturer Information :**

Manufacturer Name : General Motors LLC

Address : 30001 VAN DYKE
MAIL CODE 480-210-2V WARREN MI
48090

Company phone : 5961733

Population :

Number of potentially involved : 11,246

Estimated percentage with defect : 2 %

Vehicle Information :

Vehicle 1 : 2017-2017 Buick LaCrosse

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Certain 2017 Buick LaCrosse vehicles

Production Dates : APR 07, 2016 - OCT 19, 2016

VIN Range 1 : Begin : NR End : NR

 Not sequential**Description of Defect :**

Description of the Defect : General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2017 Buick LaCrosse vehicles. In these vehicles, the rear-suspension toe-link may have been installed incorrectly (i.e., in the reverse direction). This could affect the rear left- or right-side toe-link. If a toe-link is installed in this incorrect direction, the bolt at the outboard attachment could come loose and fall out over time, which could cause the toe-link to disconnect from the rear-suspension system.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If a rear-suspension toe-link becomes disconnected, the driver may lose the ability to control the vehicle, especially at higher speeds, which could increase the risk of a crash.

Description of the Cause : Insufficient error proofing allowed the toe-link to be oriented incorrectly at the sub-assembly.

Identification of Any Warning that can Occur : NR

Supplier Identification :**Component Manufacturer**

Name : NR
Address : NR
NR
Country : NR

Chronology :

On October 18, 2016, an operator at a GM contracted sub-assembler noticed a toe-link was oriented incorrectly on a rear-suspension module. The issue was reported to GM's Speak Up For Safety program on October 21, 2016. On October 25, 2017, GM's Hamtramck plant completed inspection of the vehicles on yard hold and discovered that that 1.5% of the 1,645 vehicles inspected had the toe-link installed incorrectly—i.e., it was installed backwards.

Engineering analysis initially indicated that, even with the toe-link installed incorrectly, the bolts connecting the toe-link to the rear-suspension system would stay in place (although they may loosen over time) and keep the toe-link attached. Therefore, the issue was initially thought to be of low severity. During subsequent vehicle testing on January 17, 2017, however, GM discovered that the issue was potentially a higher severity than originally thought.

Subsequent engineering analysis in February and March 2017 indicated that the toe-link bolt could, over time, loosen to the point that it actually falls out, causing the toe-link to separate from the rear-suspension system. Based on this analysis, GM opened a formal investigation on March 29, 2017.

Between March 31 and April 4, GM completed a review of TREAD, warranty and claims data, and NHTSA Vehicle Owner Questionnaires, and discovered no relevant field data. GM's Safety Field Action Decision Authority ("SFADA") reviewed the issue on April 13, 2017 and directed additional vehicle testing be done to fully understand the effect of suddenly losing a toe-link bolt at highway speeds. GM completed testing later that day and confirmed that a driver would have difficulty maintaining control of the vehicle if the toe-link bolt were to fall out while the vehicle was travelling at 70 mph. SFADA reconvened on April 14, 2017, and decided to conduct a safety recall.

Description of Remedy :

Description of Remedy Program : Dealers will inspect left and right rear-suspension toe-link assemblies and, if necessary, reorient the toe-link and replace the outboard toe-link bolt. Pursuant to 49 C.F.R. § 573.13(d)(1), all covered vehicles are under warranty so reimbursement is not offered.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition 100% sorting containment was initiated on October 18, 2016. A

was Corrected in Production : temporary work order (TWO) was issued on Oct. 20, 2017 for the toe-link supplier to use the part-number label-location as an error proofing tool, allowing the rear suspension sub-assembler to use a camera verification system to ensure proper orientation.

Recall Schedule :

Description of Recall Schedule : Dealers were notified on April 18, 2017. Owners will be notified prior to June 20, 2017.

Planned Dealer Notification Date : APR 21, 2017 - APR 21, 2017

Planned Owner Notification Date : JUN 20, 2017 - JUN 20, 2017

* NR - Not Reported