

# Product Safety Recall

## 17168 Rear Suspension Adjust Link



Reference Number: N172095130

Release Date: April 2017  
Revision: 00

**Attention:** It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicles involved in this recall are placed on stop delivery effective April 18, 2017. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Make	Model	Model Year		RPO	Description
		From	To		
Buick	LaCrosse	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.

<b>Condition</b>	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 adjust link may have been installed incorrectly (i.e., in the reverse direction). This could affect the left or right-side rear-suspension adjust link. If the adjust link is installed in this incorrect direction, the bolt attaching the adjust link to the rear-suspension system could come loose and fall out, which could cause the rear adjust link to disconnect from the system's knuckle.
<b>Correction</b>	If a rear suspension adjust link becomes disconnected from the knuckle, the driver may lose the ability to control the vehicle at higher speeds, increasing the risk of a crash.

### Parts

Quantity	Part Name	Part No.
1	Rear Suspension Adjust Link Bolt	11589279

Due to the small number of vehicles involved and due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock. Parts should only be ordered when inspection determines that it is necessary to replace the rear adjust link bolt.

It is estimated that less than 2% of involved vehicles will require Rear Suspension Adjust Link Bolt replacement.

**Reminder:** Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102627	Inspect Rear Suspension Adjust Link (Both Sides) – No Further Action Required	0.2	ZFAT	N/A
9103126	Reorient Rear Suspension Adjust Link (One Side) - Includes Inspect & Toe Adjust	1.1	ZFAT	N/A
	Add: Reorient Rear Suspension Adjust Link (Second Side)	0.3		

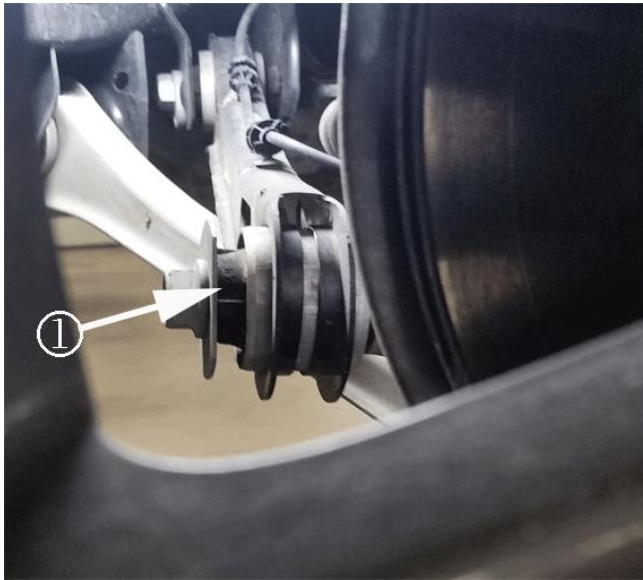
### Service Procedure

This service procedure is to inspect the rear suspension adjust link for the possibility of the adjust link being installed backwards. Both the left and right sides require inspection.

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

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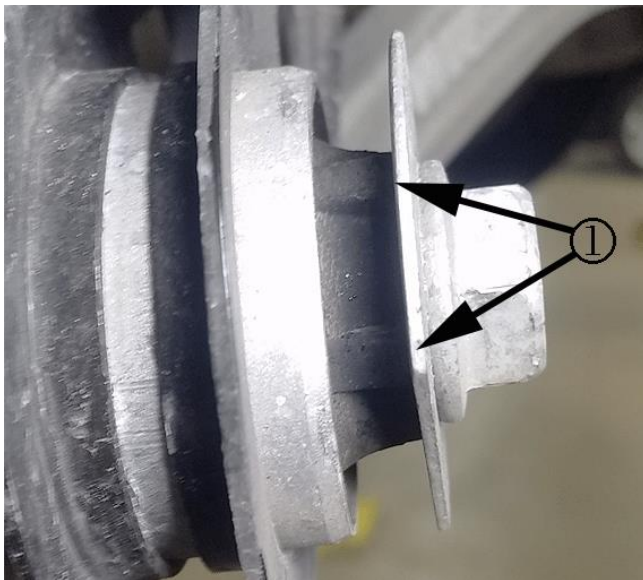


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Driver side shown. Passenger side similar.

**Note:** The bushing may be visible through the spokes of the wheel. It is NOT necessary to remove the wheel to inspect the bushing. An inspection mirror may be used to inspect the bushing if it is not visible through the spokes of the wheel.

2. Inspect the bushing (1) on the rear suspension adjust link at the left and right rear knuckles.



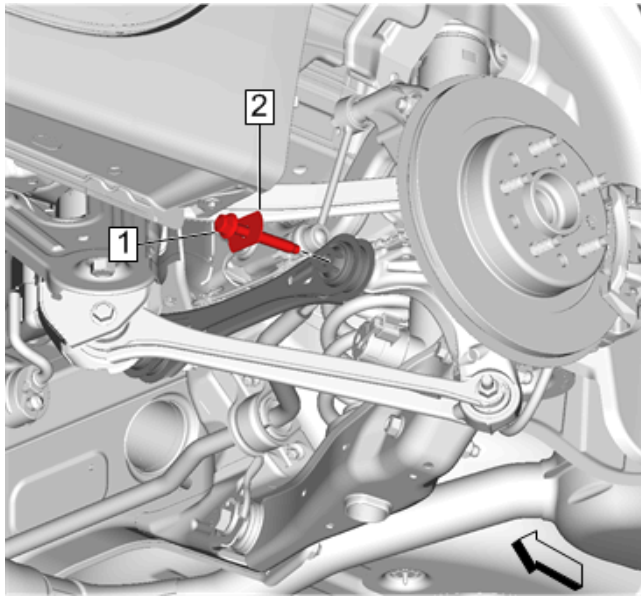
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**Note:** The nubs may be in different clocking positions and it is necessary to inspect around the entire bushing.

3. Count the number of nubs (1) on the bushing.
  - If the bushing on the adjust link at the rear knuckle has 3 nubs, no further action is required.
  - If the bushing on the adjust link at the rear knuckle has 2 nubs, proceed to the next step.

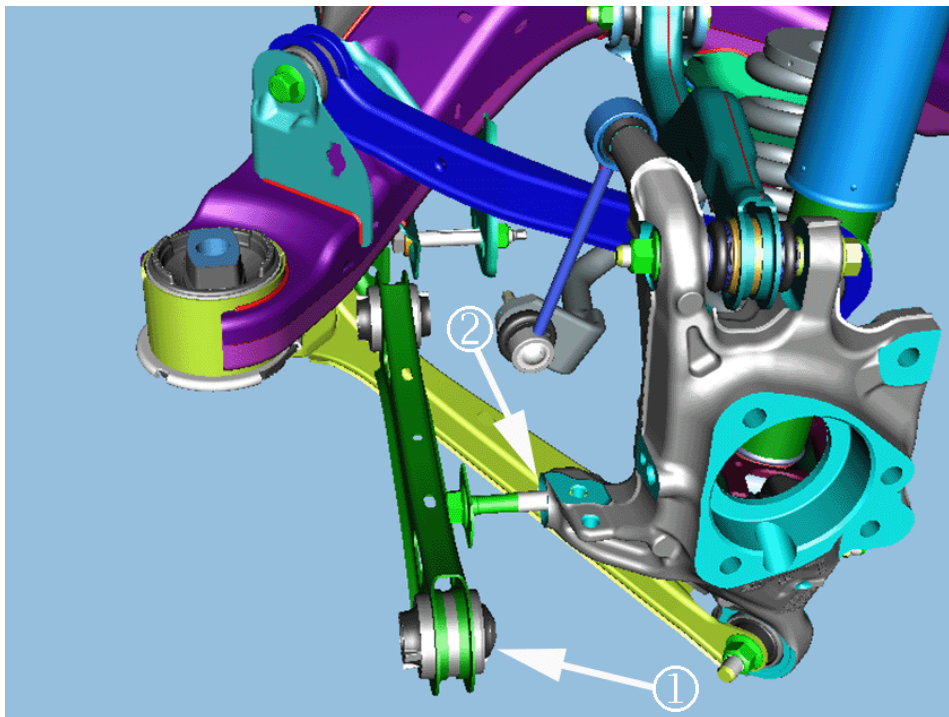
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4. Remove the adjust link from the vehicle and DISCARD the rear suspension adjust link outer bolt (1). Retain the washer (2). Refer to *Adjust Link Replacement* in SI.



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**Caution:** This vehicle is equipped with torque-to-yield or single use fasteners. Install a NEW torque-to-yield or single use fastener when installing this component. Failure to replace the torque-to-yield or single use fastener could cause damage to the vehicle or component.

**Note:** The rear suspension adjust link inner bolt can be reused. The rear suspension adjust link outer bolt MUST be replaced.

5. Reinstall the rear suspension adjust link ensuring the conical bushing (1) is mated with the rear knuckle (2). Refer to *Adjust Link Replacement* in SI.
6. Repeat steps 4 and 5 for other side of vehicle, if required.
7. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

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8. Check the rear toe adjustment. Refer to *Rear Toe Adjustment* in SI.

### Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

### Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall 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.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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. Recall 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 recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall 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 vehicle registration data for any purpose other than follow-up necessary to complete this recall 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 recall.

### Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

### Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle.

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**