

Product Safety Recall

17168 Rear Suspension Adjust Link



Reference Number: N172095130

Release Date: May 2017

Revision: 01

Revision Description: This bulletin is being updated to include the customer letter, and to revise the Condition and Correction language to align with that used in the customer letter. Please discard all previous copies of bulletin 17168.

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.

Condition	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 left or right-side rear-suspension 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. If a rear suspension toe-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.
Correction	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.

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

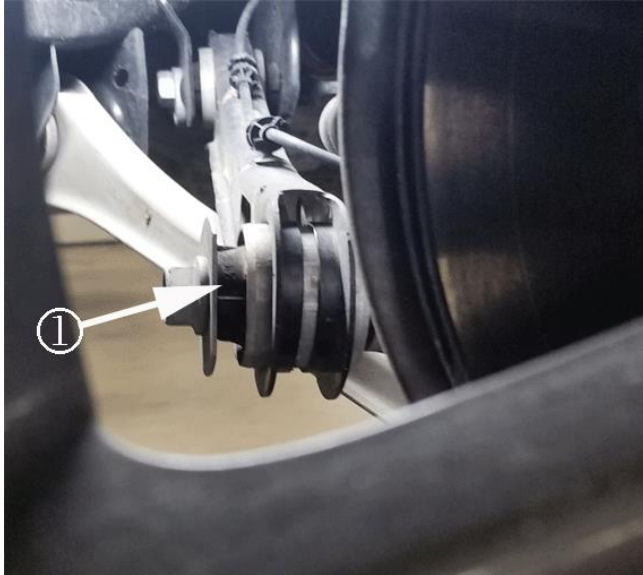
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This service procedure is to inspect the rear suspension adjust link for the possibility of the adjust link being installed backwards. Both the left and right sides require inspection.

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

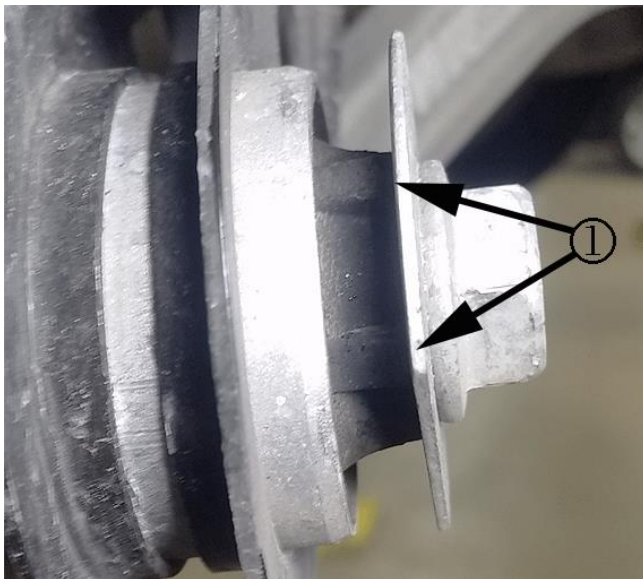


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Driver side shown. Passenger side similar.

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.



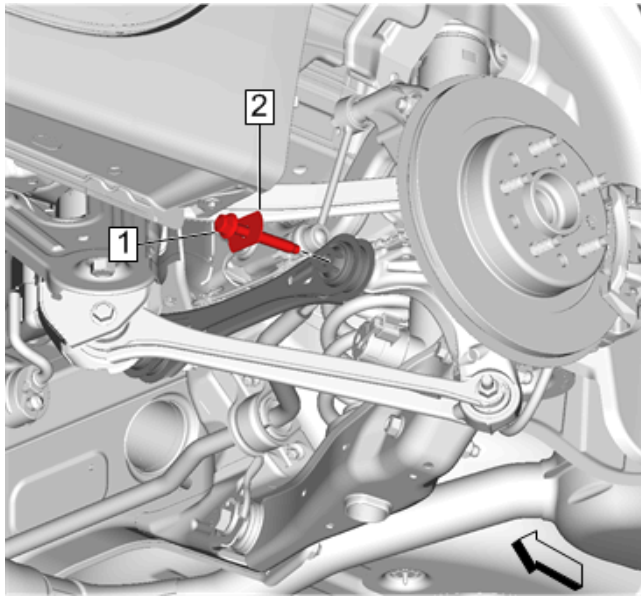
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Note: The nubs may be in different clocking positions and it is necessary to inspect around the entire bushing.

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.

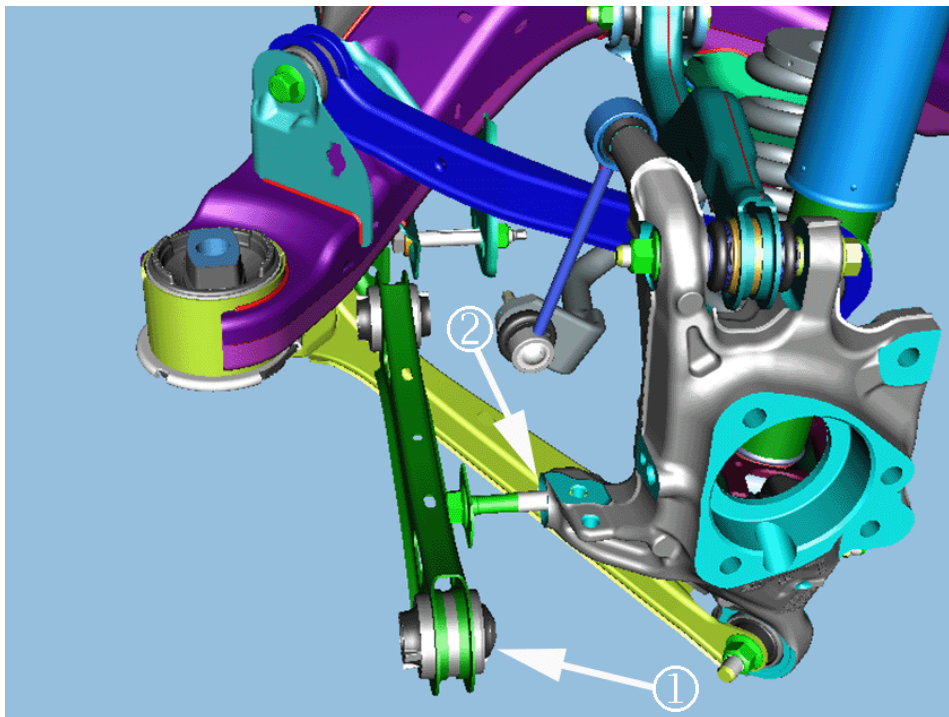
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4. Remove the adjust link from the vehicle and DISCARD the rear suspension adjust link outer bolt (1). Retain the washer (2). Refer to *Adjust Link Replacement* in SI.



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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



IMPORTANT SAFETY RECALL

May 2017

This notice applies to your vehicle, VIN: _____

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2017 model year Buick Lacrosse vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall 17168.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

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. 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.

What will we do?

Your GM dealer will inspect left and right rear-suspension toe-link assemblies and, if necessary, reorient the toe-link and replace the outboard toe-link bolt. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction or service correction time of approximately 1 hour and 15 minutes.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-866-608-8080	1-800-832-8425
Hummer	1-866-964-8663	1-800-833-6537
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 17V267.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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Jeffrey M. Boyer
Vice President
Global Vehicle Safety

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