



# Service Bulletin

**SB-10057682-6371**

## SERVICE UPDATE

**SUBJECT: Service Update for Inventory and Customer Vehicles  
Right Hand Tie Rod Over-torqued to the Steering Knuckle  
Expires with Base Warranty**

**MODELS: 2015 Buick Verano**

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.

### PURPOSE

This bulletin provides a service procedure to replace the outer tie rod and knuckle and perform a wheel alignment on **certain** 2015 model year Buick Verano vehicles. The right hand tie rod to the steering knuckle may be over-torqued on some of these vehicles. If this condition is present, the outer tie rod boot may crack, which can cause water intrusion, corrosion, and a loose ball in the outer tie rod socket. If this condition is not corrected, customers may notice steering lash or a grinding/popping noise after an extended period of time and mileage.

**This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period**

### VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

Additionally, a list of involved vehicles currently in dealer inventory is available on the “Service Update Bulletin Information” link under the “Service” tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

PART INFORMATION

Parts required to complete this service update are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
23118286	KNUCKLE, STRG (RH)	1
13286686	ROD KIT, STRG LINKG OTR TIE	1
11547142	WASHER, FRT WHL DRV SHF	1
13217120	NUT, FRT WHL DRV SHF	1

SERVICE PROCEDURE

1. Remove and replace the right-hand side steering knuckle. Refer to *Steering Knuckle Replacement* in SI.
2. Remove and replace the right-hand side steering linkage outer tie rod. Refer to *Steering Linkage Outer Tie Rod Replacement* in SI.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time
9101295	Replace, RH Steering Knuckle and Outer Tie Rod (Includes Wheel Alignment)	1.9

DEALER PROGRAM 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.

