

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4216
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 12, 2016
Subject: Stop Delivery Order for Upcoming Customer Satisfaction Program 16069
Models: 2017 Buick LaCrosse
Equipped with All-Wheel Drive (AWD) (RPO F46)
To: All Buick Dealers

STOP DELIVERY ORDER

Effective immediately, stop the delivery of all 2017 model year Buick LaCrosse AWD vehicles in new or used vehicle inventory. The total number of U.S. vehicles involved is 811. The GM recall number is 16069.

All 2017 model year Buick LaCrosse vehicles, equipped with AWD (RPO F46), may have a condition in which the front portion of the rear propeller shaft slips out of the PTU (Power Take-off Unit) and drags on the roadway. With this condition, the customer may hear a dragging noise from beneath the vehicle, but there will be no DIC/Cluster warning messages. A less probable, but similar, condition could also occur at the rear portion of the propeller shaft to the RDM (Rear Drive Module). Under either condition the vehicle still has propulsion power through the front axle.

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will be updated for this upcoming recall on October 13, 2016. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

A list of involved vehicles that have been identified as being in dealer new vehicle inventory is attached to this message. It is sorted by dealer Business Associate Code (BAC) for easy reference. Your dealership's BAC will not be listed if none of the involved vehicles are currently in your new vehicle inventory. A file identifying involved vehicles in dealer used inventory will be published in GM GlobalConnect, under the Service tab in Field Action Inventory Reports.

Until the recall bulletin is released, the Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will display "N/A" under Release Date and "Incomplete – Remedy not yet available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

We are working to develop a remedy as quickly as possible. When a remedy is available, the recall bulletin will be released and dealers can begin repairing vehicles.

END OF MESSAGE
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