

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4217
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 13, 2016

Subject: 16069 - Customer Satisfaction Program
Rear Prop Shaft Not Fully Seated

Models: 2017 Buick LaCrosse
Equipped with All-Wheel Drive (AWD) (RPO F46)

To: All Buick Dealers

General Motors is releasing Customer Satisfaction Program 16069 today. The total number of U.S. vehicles involved is approximately 812. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery October 12, 2016. Once the service procedure contained in the bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

Customer Letter Mailing

The customer letter mailing will begin on November 9, 2016.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated October 14, 2016. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Customer Satisfaction Program

16069 Rear Prop Shaft Not Fully Seated



Reference Number: N16207106

Release Date: October 2016
Revision: 00

Attention: Vehicles involved in this program were placed on stop delivery October 12, 2016. 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.

This program is in effect until October 31, 2018.

Make	Model	Model Year		RPO	Description
		From	To		
Buick	LaCrosse	2017	2017	F46	All-Wheel Drive (AWD)

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	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 Transfer 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 rear differential carrier assembly. Under either condition the vehicle still has propulsion power through the front axle.
Correction	Inspect, and if necessary, reseal the prop shaft to the PTU and rear differential carrier assembly.

Parts

No parts are required.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102279	Inspect Prop Shaft-No Further Action Required	0.3	ZFAT	N/A
9102280	Inspect and Fully Seat Prop Shaft C-Clip	0.3*		

* Note which C-Clip (PTU or Rear Differential Carrier Assembly) was not fully seated on the customer repair order.

Service Procedure

Note: If after inspection the prop shaft cannot be seated by hand, contact the Technical Assistance Center (TAC).

The prop shaft spline may NOT have been fully seated in the power transfer unit (PTU) output shaft or rear differential carrier assembly shaft during vehicle assembly. The end spline of the PTU and rear differential carrier assembly has C-clip that seats within PTU or rear differential carrier assembly interface. Perform a prop shaft retention check at the PTU and rear differential carrier assembly locations to ensure the prop shaft is fully seated.

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
2. Locate where the prop shaft connects to the PTU.

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Caution: To avoid part damage, do NOT use a pry bar or equivalent tool to determine if prop shaft movement is present.

3. Place your hands around the propeller shaft tube just behind the interface and push away from the PTU, (1) on the propeller shaft tube without using leverage or body weight. The intention is to check that the retaining ring has snapped into position.
 - If there is no prop shaft movement, the retaining ring is snapped into position and the prop shaft is installed correctly at this location. No further action is required at the PTU location. Proceed to step 6.

Note: Do NOT remove the prop shaft from the vehicle and install a new O-ring and retaining ring. The O-ring and retaining ring should not be damaged because the prop shaft was not fully seated on the PTU output shaft or rear differential carrier assembly shaft.

- If there is prop shaft movement, the retaining ring is NOT snapped into position and the prop shaft is installed incorrectly at this location. Proceed to step 4.
4. Using your hands, push the prop shaft forward toward the front of the vehicle until the PTU output shaft is fully engaged into the spline of the prop shaft. The retention ring will snap into position when the prop shaft is installed properly.
 5. Ensure the prop shaft is installed properly at the PTU location by placing your hands around the propeller shaft tube just behind the interface and pulling away from the PTU on the propeller shaft tube without using leverage or body weight. No prop shaft movement should be detected.
 6. Locate where the prop shaft connects to the rear differential carrier assembly.



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Caution: To avoid part damage, do NOT use a pry bar or equivalent tool to determine if prop shaft movement is present.

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Note: Do NOT remove the prop shaft from the vehicle and install a new O-ring and retaining ring. The O-ring and retaining ring should not be damaged because the prop shaft was not fully seated on the PTU output shaft or rear differential carrier assembly shaft.

7. Place your hands around the propeller shaft tube just behind the interface and push toward the rear differential carrier. Pushing the propeller shaft tube toward the differential (2) will snap the retaining ring into position if the prop shaft was not installed correctly.
8. Place your hands around the propeller shaft tube just behind the interface and push away from the rear differential carrier. No prop shaft movement should be detected.
9. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program must be held and inspected/repared 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 program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through October 31, 2018. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle 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. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program 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 program enters your vehicle inventory, or is in your facility for service through October 31, 2018, you must take the steps necessary to be sure the program 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 program 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 program.

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 program on their vehicle (see copy of customer letter included with this bulletin).

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

Customer Satisfaction Program

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November 2016

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2017 model year Buick LaCrosse may have a condition in which the front portion of the rear propeller shaft slips out of the PTU (Power Transfer Unit) and drags on the roadway. With this condition, you 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 rear differential carrier assembly. Under either condition the vehicle still has propulsion power through the front axle.

Your satisfaction with your LaCrosse is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will inspect, and if necessary, reseal the prop shaft to the PTU and rear differential carrier assembly. This service will be performed for you at **no charge until October 31, 2018**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair.

If you have any 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	1-800-521-7300	1-800-832-8425
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Buick LaCrosse provides you many miles of enjoyable driving.

Terry M. Inch
Executive Director
Global Connected Customer Experience

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