



Service Bulletin

SERVICE UPDATE

SUBJECT: Service Update for Inventory and Customer Vehicles
Incorrect Vacuum Pump Fastening Stud Can Lead to Chafing
Expires with Base Warranty

MODELS: 2016 Buick Cascada
Equipped with 1.6L Engine (RPO LWC)

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 upper vacuum pump stud with a fastening bolt on **certain** 2016 model year Buick Cascada vehicles equipped with a 1.6L engine (RPO LWC). These vehicles may have a chafing condition of the charge air cooler outlet air hose on the upper vacuum pump stud.

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

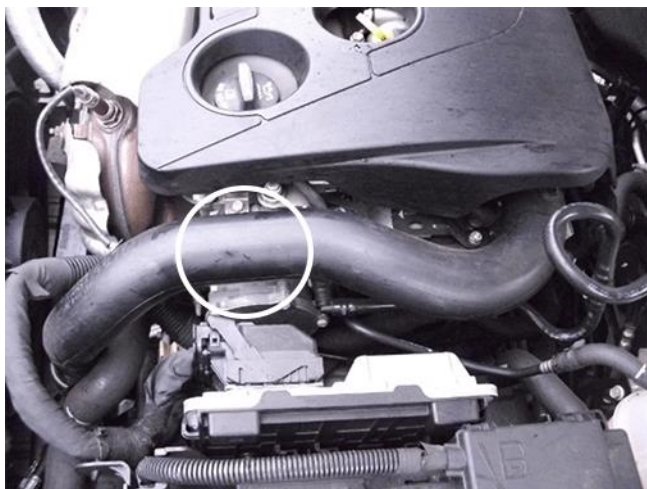
All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely 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 can be found in GlobalConnect, under Departments, Service, Field Action Inventory Reports. 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 recall 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. A quantity limiter may be in effect.

Part Number	Description	Quantity/Vehicle
11588714	Bolt	1

SERVICE PROCEDURE

4454182



4454184

1. Remove and discard the upper vacuum pump stud.



4454186

2. Install the new vacuum pump bolt and torque to 10 Nm.

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
9102066	Upper Vacuum Pump Bolt Replacement	0.2

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.

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



15811 - Service Update - Incorrect Vacuum Pump Fastening Stud Can Lead to Chafing
Updated Date: Mar 22, 2016 13:55 ET

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS3973
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 22, 2016
Subject: 15811 - Service Update
Incorrect Vacuum Pump Fastening Stud Can Lead to Chafing
Models: 2016 Buick Cascada Equipped with 1.6L Engine (RPO LWC)
To: All Buick Dealers

General Motors is releasing Service Update 15811 today. The total number of U.S. vehicles involved is 18. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated March 23, 2016. A list of involved vehicles is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

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END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

 [15811 Bulletin.pdf](#)  [15811 Stock list 3-22-16.xlsx](#)

About this Alert

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