

Service Update

17079 Incorrect Heat Treatment of Power Transfer Unit (PTU) Ring Gear



Reference Number: N172087270

Release Date: February 2017

Revision: 00

Attention: 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.

Make	Model	Model Year		RPO	Description
		From	To		
GMC	Acadia	2017	2017	LGX/LCV	3.6L V-6 / 2.5L L4 Engine

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	Incorrect heat treatment processing of the ring gear installed in the Power Transfer Unit (PTU) may result in the possible loss of a gear tooth.
Correction	Replace the Power Transfer Unit (PTU).

Parts

Quantity	Part Name	Part No.
1	CASE ASM-PWR TRFER U	84110473
1	CASE ASM-PWR TRFER U	84139718
2	NUT-FRT WHL DRV SHF	11612295
2	WASHER-FRT WHL DRV SHF	11611965
1	CLIP,TRFER CASE INTER DRV SHF RET	19132950
1	SEAL-PWR TRFER U HALF SHF (O-RING)	19132944
1	RETAINER-PWR TRFER U PROP SHF	23432713
1	SEAL-PWR TRFER U PROP SHF (O RING)	23321677
1	FLUID,GEAR DEXRON 75W-90 32 OZ	19352759
2 (LTG)/3 (LGX)	BOLT/SCREW-ENG MT ENG SI	11547918
8	NUT-CTLTC CONV (AT ENG) - LGX ENGINE	11517996
2	GASKET-CTLTC CONV - LGX ENGINE	22997477
2	NUT-CTLTC CONV (AT ENG) LCV ENGINE	11588835
3	NUT-CTLTC CONV (AT ENG) LCV ENGINE	15032594
1	GASKET-CTLTC CONV - LCV ENGINE	12658150
2	BOLT - HVY HX ACORN FLG HD	11588738
1	BOLT,RR S/ABS - LCV ENGINE	11515758
2	NUT,CTLTC CONV - LCV ENGINE	11588835
2	NUT	11546365
2	BOLT LGX ENGINE	11570903
4	NUT - LGX ENGINE	11517996
2	BOLT - HVY HX ACORN FLG HD - LGX ENGINE	11588738
1	BOLT/SCREW	11547108
2	BOLT/SCREW,PROP SHF	11546519

Important: An initial supply of part *84110473 (CASE ASM-PWR TRFER) or *84139718 (CASE ASM-PWR TRFER) required to complete this recall will be pre-shipped to all impacted dealers of record directly from source. This pre-shipment is scheduled to begin and conclude the week of February 20, 2017. It is estimated that only 6 involved vehicles worldwide will require the Transfer Case replaced on this vehicle and all parts have been pre-shipped. All impacted Dealers have been contacted and pre-shipped parts needed for this recall, no parts need for shelf stock for this recall.

Reminder: Parts may be removed from Retail Inventory Management (RIM) management. Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

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Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103013	Power Transfer Unit Case Replacement	4.1	ZFAT	N/A

Service Procedure

1. Remove the power transfer unit case. Refer to *Power Transfer Unit Case Replacement* in SI.
2. Install the power transfer unit case. Refer to *Power Transfer Unit Case Replacement* in SI.

Dealer 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.



GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4355
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 21, 2017
Subject: 17079 - Service Update
Incorrect Heat Treatment of Power Transfer Unit (PTU) Ring Gear
Models: 2017 GMC Acadia
To: All General Motors Dealers

General Motors is releasing Service Update 17079 today. The total number of U.S. vehicles involved is approximately 6. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated February 21, 2017. A list of involved vehicles is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS