



# Service Bulletin

## TECHNICAL

**Subject:** Noise and/or Vibration in AWD Mode

Brand:	Model:	Model Year:		Vehicle Build Date:		Engine:	Transmission:
		from	to	from	prior to		
Cadillac	XT5	2017	2017	SOP	March 20, 2017		
GMC	Acadia (VIN N)						

<b>Involved Region or Country</b>	North America and N.A. Export Regions
<b>Additional Options (RPOs)</b>	F48
<b>Condition</b>	Some customers may comment on: <ul style="list-style-type: none"> <li>• Vibration</li> <li>• Noise</li> </ul>
<b>Cause</b>	This condition may be caused by the front and/or rear propeller shaft not being fully seated past the retainer at the front PTU and/or the rear RDM tube.

### Parts Information

No parts are required for this repair.

### Warranty Information

Labor Operation	Description	Labor Time
3080188*	Inspect and Validate Propshaft installation	0.5 hr

\*This is a unique Labor Operation for Bulletin use only.

### Service Procedure

Use the published Service Information procedure to conduct a retention check on the propeller shaft front and rear interface.

1. Place hands around the propeller shaft tube just behind the interface and lightly pull on the propeller shaft tube without using leverage or body weight.
2. For the rear, place hands around the rear CVJ and pull without using leverage or body weight. The intention is to check that the retaining ring snapped into position, not to forcefully remove a correctly installed propeller shaft.

- If shaft is not fully seated at either end, push until it seats in the retainer.
- If the shaft is fully seated, refer to SI for further diagnostics.

<b>Version</b>	1
<b>Modified</b>	

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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.



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