

Service Update

17056 Loss of Seat Belt Chime



Reference Number: N162063280

Release Date: April 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 | | |

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 | Certain 2017 model year GMC Acadia vehicles may have a condition in which condensation from the HVAC module can leak into the housing of the active noise cancellation (ANC) module. This can lead to electronic failures inside the ANC module such as erratic audio from the speakers, popping noises, intermittently inoperative, to complete loss of audio. |
| Correction | Dealers are to inspect the ANC module for corrosion, replace if corrosion is present, and add a service shield over the ANC module. |

Parts

| Quantity | Part Name | Part No. |
|------------------|----------------------------------|----------|
| 1 | Foam Shield | 23403120 |
| 1 If Required | Active Noise Cancellation Module | 84027339 |
| 1 If Required | Active Noise Cancellation Module | 84027338 |

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which Active Noise Cancellation Module to order.

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

Warranty Information

| Labor Operation | Description | Labor Time | Trans. Type | Net Item |
|-----------------|---------------------------------------------------------|------------|-------------|----------|
| 9103086 | Install Foam Shield on Active Noise Cancellation Module | 0.8 | ZFAT | N/A |

Service Procedure

1. Remove the active noise cancellation (ANC) module. Refer to *Active Noise Cancellation Module Replacement* in SI.

Service Update

17056 Loss of Seat Belt Chime



4753962

2. Inspect the ANC module for evidence of water damage.
 - If there is NOT evidence of water damage, proceed to the next step.
 - If there is evidence of water damage, replace the ANC module and proceed to the next step.

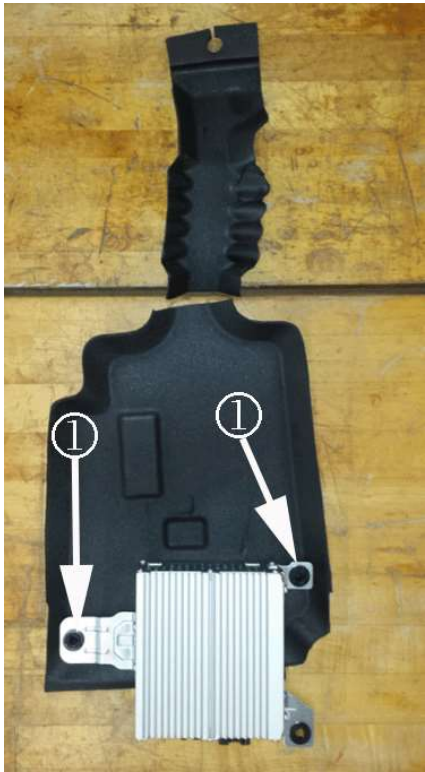


4753971

3. Cut the foam shield as shown above.

Service Update

17056 Loss of Seat Belt Chime



4753979

4. Place the ANC module onto the foam shield and poke holes through the foam at the mounting locations (1).



4754015

5. Install the foam shield and ANC module.
 - 5.1. Place the foam shield over the ANC mounting studs.
 - 5.2. Install the ANC module on top of the foam and tighten the nuts to 6 Nm (53 lb in).

Service Update

17056 Loss of Seat Belt Chime

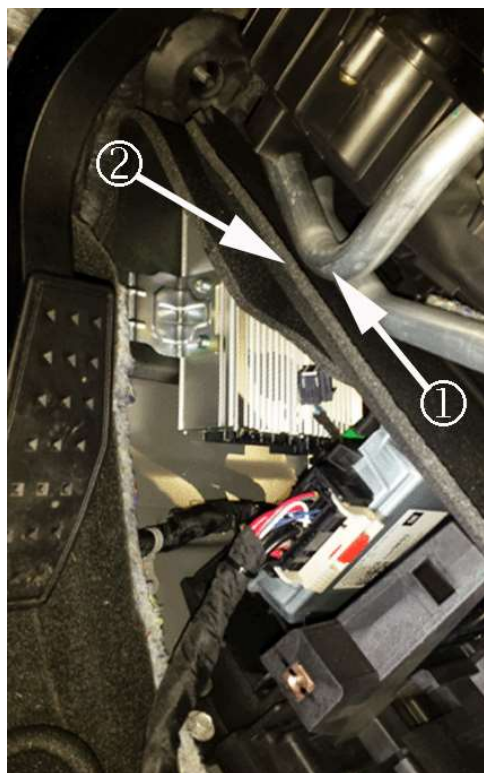


5.3. Wrap the foam shield around the ANC module.



4754021

6. Wedge the foam shield (1) between the upper foam tray (2) and the X51A Fuse Block - Instrument Panel (3).

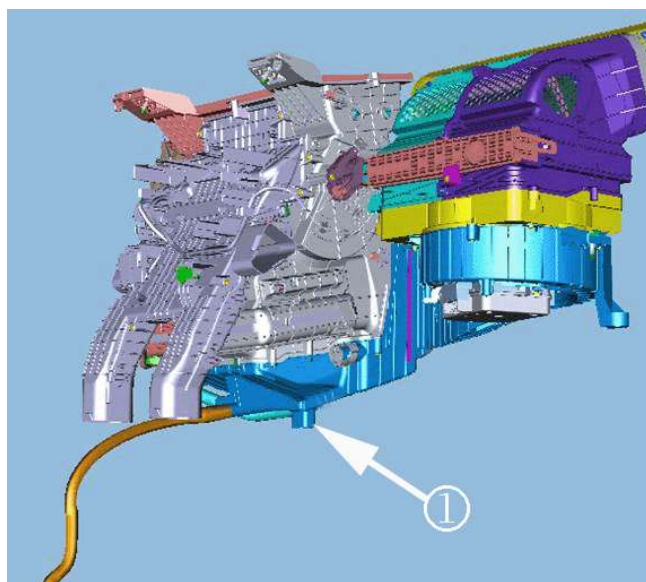


4754024

7. Ensure the HVAC heater pipes (1) are not contacting the upper foam tray (2).

Service Update

17056 Loss of Seat Belt Chime



4754026

8. To ensure the upper tray is in the correct location, verify the square stand out (1) on the bottom of the HVAC case is seated in the square indent (2) in the upper foam tray.
9. Install the front floor console extension panel – left side. Refer to *Front Floor Console Extension Panel Replacement - Left Side* in SI.
10. Install the front floor console extension panel – right side. Refer to *Front Floor Console Extension Panel Replacement - Right Side* 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
DCS4415
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 13, 2017

Subject: 17056 – Service Update
Loss of Seat Belt Chime

Models: 2017 GMC Acadia

To: All General Motors Dealers

General Motors is releasing Service Update 17056 today. The total number of U.S. vehicles involved is approximately 5,500. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated today, April 13, 2017. 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