

Service Update

17095 Incorrect Rear Axle Installed



Reference Number: N172086610

Release Date: March 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		
Chevrolet	Colorado	2017	2017	GU6	Rear Axle-3.42 Ratio
GMC	Canyon				

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 Chevrolet Colorado and GMC Canyon vehicles equipped with a 3.42 gear ratio rear axle (RPO GU6), may have been built with an incorrect rear axle assembly. This may cause an unintended deceleration or lock up at low speeds when shifting into 4WD, and an improper odometer reading.
Correction	Dealers will replace the rear axle assembly.

Parts

Quantity	Part Name	Part No.
1	Rear Axle Assembly	84177545
2	Rear Prop Shaft Retainer	23107857
4	Rear Prop Shaft Bolt	11548472
1	Rear Brake Hose – LH	23209674
1	Rear Brake Hose – RH	23209675
1	Brake Fluid	19353126 (US) 19299819 (Canada)

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
9103030	Rear Axle Inspection – No Further Action Req'd	0.2	ZFAT	N/A
9103031	Rear Axle Replacement	3.0*	ZFAT	N/A

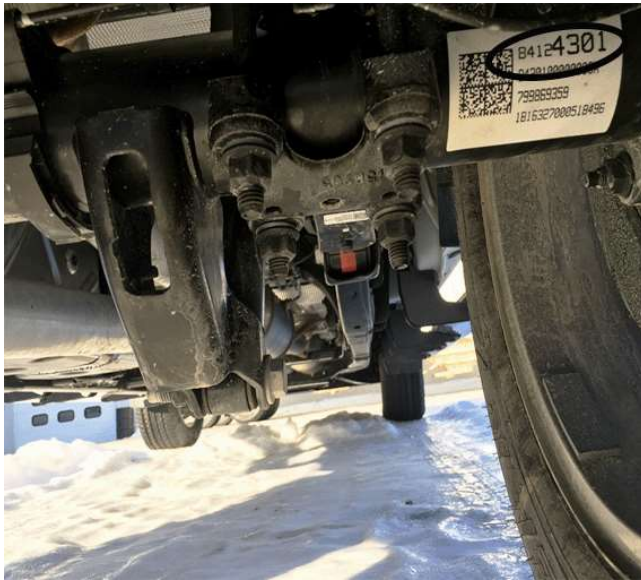
* Labor time includes hydraulic brake system bleeding and inspection.

Service Procedure

1. Raise and support the vehicle. Refer to *Lifting and Jacking* in SI.

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2. Inspect the part number on the right tube (passenger side) of the rear axle assembly.
 - If the part number is 84124298, no further action is required.
 - If the part number is 84124301, replace the rear axle assembly. Refer to *Rear Axle Replacement* in SI.
3. Lower the vehicle. Refer to *Lifting and Jacking* 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
DCS4366
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 2, 2017

Subject: 17095 - Service Update
Incorrect Rear Axle Installed

Models: 2017 Chevrolet Colorado
2017 GMC Canyon
Equipped with Rear Axle – 3.42 Ratio (GU6)

To: All General Motors Dealers

General Motors is releasing Service Update 17095 today. The total number of U.S. vehicles involved is 4. 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 3, 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
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