

Service Update

17026 Right Front Door Trim Panel Incorrect Material



Reference Number: N162080810

Release Date: January 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	4H5/4H6	Light Ash Grey

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 been built with right front door trim panels manufactured from an incorrect material. The non-conforming material may cause greater propensity to exhibit brittle fractures during deformation. This may constitute an increased risk of front seat passenger injury during a side impact.
Correction	Dealers are to replace right front door trim panel.

Parts

Quantity	Part Name	Part No.
1	Trim, Front Side Door	84090943
1	Trim, Front Side Door	84090944
1	Trim, Front Side Door	84090947

Parts Pre-Ship Information – For US

Important: An initial supply of all parts from the Trim Asm-Frt S/D required to complete this recall will be pre-shipped to all impacted dealers of record. This pre-shipment is scheduled to begin and conclude the week of January 23, 2017. Pre-shipped parts will be charged to dealer's open parts account. All orders placed prior to the pre-ship will be cancelled. A quantity limiter may be in effect.

Note: GMCCA will start pre-ship with current PN(s) 84090943, 84090944 and 84090947 until stock exhaust, then will complete pre-ship with newer, USEM PN(s) 84143793, 84143794, and 84143787 depending upon involved VIN RPO code.

Important: Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102876	Front Side Door Trim Panel Replacement	0.4	ZFAT	N/A

Service Procedure

Replace the right front side door trim panel. Refer to *Front Side Door Trim 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.

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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.

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



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Date: January 23, 2017

Subject: 17026 - Service Update
Right Front Door Trim Panel Incorrect Material

Models: 2017 GMC Acadia E
Equipped with Light Ash Grey Interior (4H5/4H6)

To: All General Motors Dealers

General Motors is releasing Service Update 17026 today. The total number of U.S. vehicles involved is 28. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated January 24, 2016. 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
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