

Customer Satisfaction Program

17428 Engines with Incomplete Cylinder Bore Machining



Reference Number: N172127450

Release Date: November 2017
Revision: 00

Attention: This program is in effect until November 30, 2019.

Make	Model	Model Year		RPO	Description
		From	To		
GMC	Acadia	2018	2018	LCV	2.5L 4cyl 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	Certain 2018 model year GMC Acadia vehicles, equipped with 2.5L Engines (RPO LCV), may have been built with an engine block with incomplete cylinder bore machining. Engines may demonstrate high oil consumption and/or unusual engine noise.
Correction	Dealers are to replace the engine assembly.

Parts

Quantity	Part Name	Part No.
5	SAE 5W-30 DEXOS1 1 QUART	88865635*
3	DEX-COOL 1 GALLON	12346290
1	DEXRON VI 1 QUART	88865601
1	ENGINE	12675964
4	BOLT,RR SUSP CRADLE RR	11547841
8	BOLT - HVY HX ACORN FLG HD	11588738
2	RETAINER,FRT WHL DRV SHF	22727024
2	WASHER	11611965
2	NUT	11612295
1	GASKET-EXH MUFF	22816982
1	GASKET-EXH FRT PIPE	20972702
2	CLIP-DIFF OIL CLR INL HOSE	24205103
1	SEAL-A/C CMPR & CNDSR HOSE	13579646
1	SEAL-A/C EVPR TUBE	13579648
8	BOLT/SCREW	11610697
1	GASKET-WAT OTLT	12627061
1	GASKET-THERM BYPASS PIPE	12627055
1	GASKET-W/PMP	12627049
1	SEAL-ENG COOL AIR BL PIPE (O RING)	12634281
1	GASKET-INT MANIF	12655276
1	PIPE ASM-FUEL FEED INTER	12627128
2	BOLT - HVY HEX ACORN FLG HD	11562426
1	GASKET-EXH MANIF	12627072
5	BOLT/SCREW	11547135
1	SEAL,F/INJR(O RING)	12653395

*Currently in very limited supply through GMCCA-Use bulk oil equivalent.

The total population for this field action is **five vehicles**. Dealers are encouraged not to order program parts for use as shelf stock.

Reminder: Parts may be removed from Retail Inventory Management (RIM). 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
9103497	Replace Engine (Includes Transferring of Parts and Alignment)	16.9	ZFAT	N/A

Important: At the time of publication one of the five affected vehicles is in rental service, (VIN:1GKKNLLA7JZ134750). It is requested that the engine assembly from this vehicle only be returned to the GM Warranty Part Center. The other four vehicles covered under this service action should have the original engine assembly held for 72 hours after claims payment, then returned to core, unless a specific return is requested per Service Policy and Procedure (US).

Service Procedure

1. Replace engine. Refer to *Engine Replacement* in SI.

Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program 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.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through November 30, 2019. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through November 30, 2019, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

Courtesy Transportation

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin)

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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.



**We Support
Voluntary Technician
Certification**

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November 2017

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2018 model year GMC Acadia vehicle, equipped with a 2.5L Engine, may have been built with an engine block with incomplete cylinder bore machining. Engines may demonstrate high oil consumption and/or unusual engine noise.

Your satisfaction with your GMC Acadia is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will replace the engine assembly. This service will be performed for you at **no charge until November 30, 2019**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
GMC	1-800-462-8782	1-800-889-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GMC Acadia provides you many miles of enjoyable driving.

Terry M. Inch
Executive Director
Global Connected Customer Experience

17428

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4614
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 8, 2017

Subject: 17428 - Customer Satisfaction Program
Engines With Incomplete Cylinder Bore Machining

Models: 2018 GMC Acadia Equipped with 2.5L Engine (LCV)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 17428 today. The total number of U.S. vehicles involved is approximately 5. Please see the attached bulletin for details.

Customer Letter Mailing

None of the 5 affected total vehicles have been delivered to a customer. No letter mailing is anticipated.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated November 8, 2017. A list of involved vehicles is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS