

# Service Update

## 17415 Intermediate and Pinion Steering Shaft Corrosion



Reference Number: N172107650

Release Date: November 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		
Buick	LaCrosse	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.

<b>Condition</b>	Certain 2017 model year Buick LaCrosse vehicles may have a condition in which the inner front-of-dash seal for the steering shaft may not be properly installed. If this condition is present water could accumulate inside the lower steering boot and, over time, cause corrosion of the intermediate and pinion steering shafts. This corrosion could damage the pinion seal, allowing water to reach the torque sensor.
<b>Correction</b>	Inspect the inner intermediate steering shaft boot, and replace if necessary.

### Parts

Quantity	Part Name	Part No.
1	Intermediate Steering Shaft Boot (inner)	23504888

Due to the small number of vehicles estimated to require boot replacement, dealers are encouraged not to order parts for use as shelf stock. Parts should only be ordered when inspection determines that it is necessary to replace the boot due to the appearance that the boot is "welded" to itself.

It is estimated that only 1% of involved vehicles will require intermediate steering shaft boot (inner) replacement.

**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.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103507	Inspect Only – No Further Action Required	0.2	ZFAT	N/A
9103508	Intermediate Steering Shaft Boot (inner) replacement or removal and reinstallation (includes inspection)	0.6	ZFAT	N/A

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#### Service Procedure



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1. Release the upper intermediate steering shaft boot and slide it out of the way.



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2. With a feeler gauge (2), inspect the gap between the intermediate shaft and intermediate steering shaft boot (1) from underneath dash.
  - If gap between intermediate steering shaft boot and the intermediate shaft is 4.0mm (0.157 inches) or greater, no further action is required.
  - If gap between intermediate shaft and intermediate steering shaft boot is LESS than 4.0mm (0.157 inches), proceed to step 3.
3. Remove the intermediate steering shaft boot. Refer to *Intermediate Steering Shaft Boot Replacement (Inner)*.

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- If the top of the boot appears to be pinched and is fused to itself, as shown above, replace inner steering shaft boot seal. Do NOT replace a boot that does not exhibit this condition.



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- If the boot appears normal, as shown above, reinstall the boot. Lubricate bottom of boot using soapy water to ensure it engages fully onto the steering gear and creates a watertight seal.
4. Reinstall the upper intermediate steering shaft boot.

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#### 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/repaired 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.

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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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GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4624  
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 16, 2017

Subject: 17415 - Service Update  
Intermediate and Pinion Steering Shaft Corrosion

Models: 2017 Buick LaCrosse

To: All General Motors Dealers

General Motors is releasing Service Update 17415 today. The total number of U.S. vehicles involved is approximately 32,317. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated November 17, 2017. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS