

Customer Satisfaction Program

17409 - Engine Cradle To Body Bolt Torque Incorrect In Engine Replacement Procedure



Reference Number: N172120570

Release Date: November 2017

Revision: 00

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

Make	Model	Model Year		RPO	Description
		From	To		
Buick	LaCrosse	2017	2017		
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 Buick LaCrosse or GMC Acadia vehicles, that have had an engine replacement may have the wrong torque applied to front cradle-to-body bolts (M14) and front cradle stabilizer brackets-to-body bolts (M10). The Engine Replacement Service Procedure in the vehicle Service Information instructs technicians to use improper torque values when reattaching the cradle.
Correction	Replace bolts (M14 and M10), verify cradle alignment and apply the correct torque to attaching bolts.

Parts

Quantity	Part Name	Part No.
As	Bolt/Screw-Drivetrain and Frt Susp Cradle	11547841
Required	Bolt/Screw-Frt Cradle Brace	11588738
	Bolt/Screw-Drivetrain and Frt Susp Cradle	11561299

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which fasteners to order.

It is estimated that only 37 involved vehicles will require this repair. **Due to limited initial parts availability, dealers are encouraged not to order recall 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.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103501	Check Cradle Alignment, Install Bolts	0.7	ZFAT	N/A
	ADD: Align Cradle, Includes Checking and Setting Front Toe	0.9		

Service Procedure

Special Tools

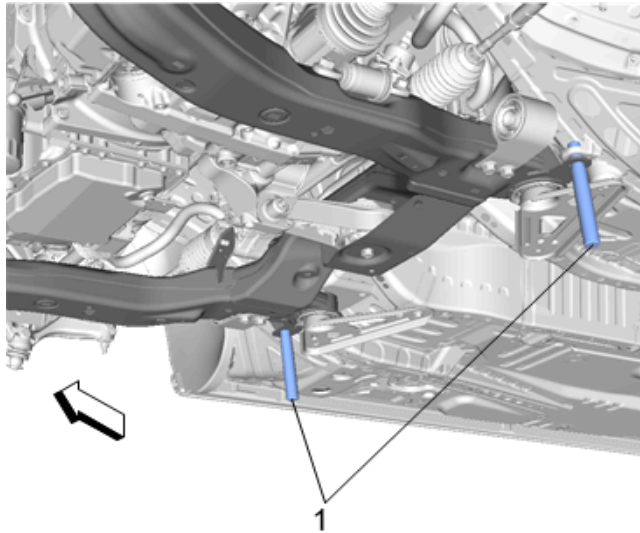
- CH-51034-A (1) Cradle Alignment Pins

Service Procedure LaCrosse

1. Raise and support the vehicle. Refer to *Lifting and Jacking* in SI.
2. Install a suitable support under the drivetrain and front suspension cradle.

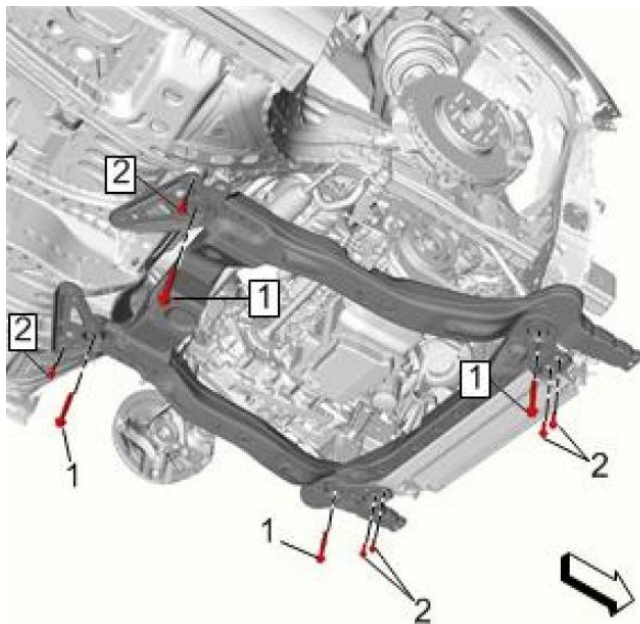
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3. Insert the *CH-51034-A* (1) Cradle Alignment Pins (1) to verify the proper alignment of the cradle to the body.
 - If the alignment pins can be inserted and removed with no resistance or binding, no further action is required, proceed to step # 4.
 - If the alignment pins bind or cannot be inserted, proceed to the **Cradle Alignment** section below.



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4. Locate the four front cradle to body bolts (1).
5. Locate the six front cradle stabilizer bracket to body bolts (2).
6. With the drivetrain and front suspension cradle properly supported, remove and replace the 10 bolts **ONE AT A TIME**.
7. When installing the new bolts, Tighten:
 - Front cradle-to-body bolts (1) Tighten [4x] **160 N.m (118 lb ft)**
 - Front cradle stabilizer bracket to body bolts (2) Tighten [6x] **58 N.m (43 lb ft)**
8. Remove the supports and lower the vehicle.

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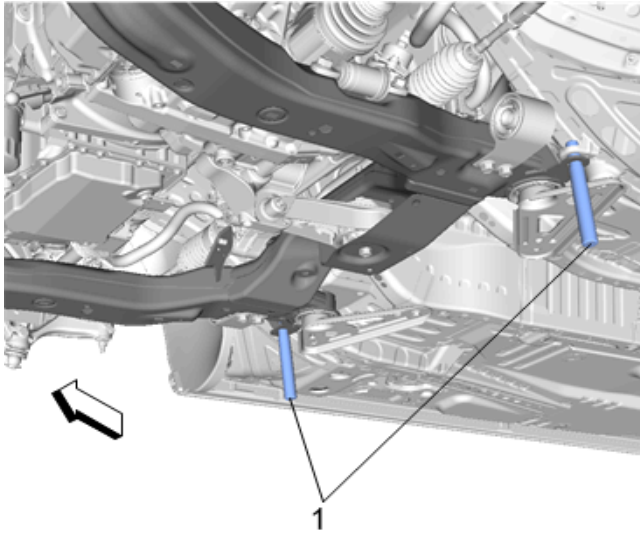
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Service Procedure Acadia

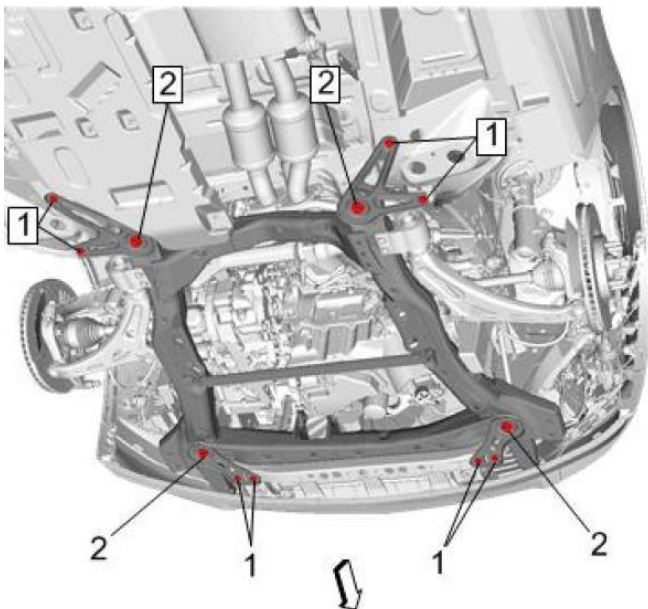
Caution: This vehicle is equipped with torque-to-yield or single use fasteners. Install **NEW** torque-to-yield or single use fasteners. Failure to replace the torque-to-yield or single use fastener could cause damage to the vehicle or component.

1. Raise and support the vehicle. Refer to *Lifting and Jacking* in SI.
2. Install a suitable support under the drivetrain and front suspension cradle.



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3. Insert the *CH-51034-A* Cradle Alignment Pins (1) to verify the proper alignment of the cradle to the body.
 - If the alignment pins can be inserted and removed with no resistance or binding, no further action is required, proceed to step # 4.
 - If the alignment pins bind or cannot be inserted, proceed to the **Cradle Alignment** section below.



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4. Locate the four front cradle to body bolts (2).
5. Locate the eight front cradle stabilizer bracket to body bolts (1).
6. With the drivetrain and front suspension cradle properly supported, remove and replace the 10 bolts **ONE AT A TIME**.

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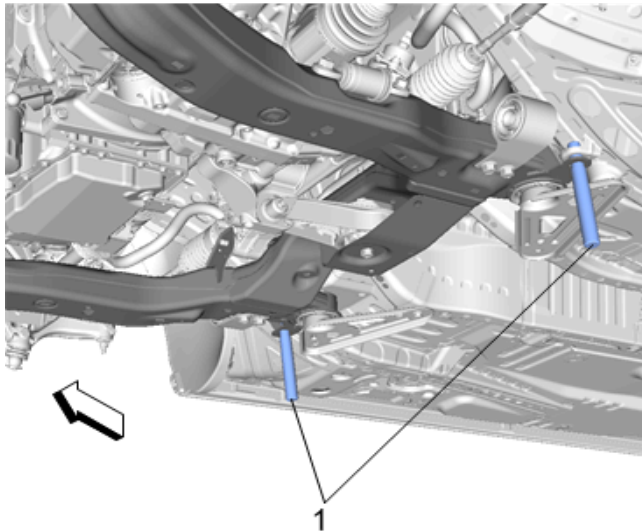
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7. When installing the new bolts, Tighten:
 - Front cradle-to-body bolts (2) **First pass**, Tighten [4x] **160 N.m (118 lb ft)** Final Pass, **(60–75 degrees)**
 - Front cradle stabilizer bracket to body bolts (1) Tighten [8x] **58 N.m (43 lb ft)**
8. Remove the support and lower the vehicle.

Cradle Alignment

1. Ensure a suitable support is under the drivetrain and front suspension cradle.
2. Loosen the cradle to body bolts and the stabilizer bracket to body bolts. **Do not remove the bolts**, only loosen them enough to reposition the cradle.



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3. Insert the *CH-51034-A* Cradle Alignment Pins (1).
4. Reposition the cradle as required.
5. Tighten the fasteners as described in the service procedure above.
6. Replace the fasteners as described in the service procedure above.
7. Check the front wheel alignment. Refer to *Wheel Alignment - Steering Wheel Angle and/or Front Toe Adjustment* 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.

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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 – For USA & Canada

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 2017 model year Buick LaCrosse or GMC Acadia vehicle may have the wrong torque applied to front cradle-to-body bolts (M14) and front cradle stabilizer, brackets-to-body bolts (M10). The Engine Replacement Service Procedure in the vehicle Service Information instructs technicians to use improper torque values when reattaching the cradle.

Your satisfaction with your vehicle 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 bolts (M14 and M10), verify cradle alignment and apply the correct torque to attaching bolts. 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)
Buick	1-800-521-7300	1-800-832-8425
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 GM vehicle provides you many miles of enjoyable driving.

Terry M. Inch
Executive Director
Global Connected Customer Experience

17409

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4625
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 27, 2017

Subject: 17409 - Customer Satisfaction Program
Engine Cradle To Body Bolt Torque Incorrect In Engine Replacement
Procedure

Models: 2017 Buick LaCrosse
2017 GMC Acadia

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 17409 today. The total number of U.S. vehicles involved is approximately 35. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin the week of December 14, 2017.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated November 28, 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