

Service Update

17389 Power Transfer Unit Leak



Reference Number: N172119290

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		
Chevrolet	Traverse	2018	2018	F48	All-Wheel Drive
GMC	Acadia	2017	2017		
Cadillac	XT5	2017	2018		

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	Some vehicles were shipped with a power transfer unit (PTU) that failed leak testing.
Correction	Dealers are to replace the PTU.

Parts

Quantity	Part Name	Part No.
1	Power Transfer Unit Case	84331394
1	Power Transfer Unit Case	84110473
1	Power Transfer Unit Case	84139718
1	Power Transfer Unit Case	23247709
1	Power Transfer Unit Case	84217905
As Req.	Bolt	11588728
As Req.	Bolt	11588742
As Req.	Nut	11517996
As Req.	Nut	11546365
As Req.	Nut	11546366
As Req.	Bolt	11547841
As Req.	Bolt	11547847
As Req.	Bolt	11549251
As Req.	Bolt	11570500
As Req.	Bolt	11588743
As Req.	Nut	11588835
As Req.	Bolt	11589276
As Req.	Bolt	11589280
As Req.	Bolt	11609605
As Req.	Bolt	11610074
As Req.	Gasket	20972702
As Req.	Gasket	22816982
As Req.	Bolt	22997477
As Req.	Gasket	23161602
As Req.	O-Ring	23269752
As Req.	Retainer	23432713
As Req.	Gasket	84135650
As Req.	O-Ring	23277808
As Req.	O-Ring	84111116
As Req.	Bolt	11570903
As Req.	Bolt	11547108
As Req.	Bolt	11588725
As Req.	Bolt	11515758
As Req.	Adhesive	19332211(US)
As Req.	Adhesive	10953488(Canada)
As Req.	Bolt	11515767
As Req.	Bolt	11609313

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Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which Power Transfer Unit Case to order. Also refer to the EPC for the quantity of any one-time use parts required, as the number of ancillary (nuts, bolts, o-rings, gaskets, etc) parts varies by vehicle.

Due to the small number of vehicles involved and due to limited initial parts availability, 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 PTU.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103513	Power Transfer Unit Case Replacement	2.0	ZFAT	N/A
	ADD: GMC Acadia or LGX Engine	2.1		

Service Procedure

Replace the power transfer unit case. Refer to *Power Transfer Unit Case 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.

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
DCS4626
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 29, 2017

Subject: 17389 - Service Update
Power Transfer Unit Leak

Models: 2017-2018 Chevrolet Traverse, Cadillac XT5, and GMC Acadia
Equipped with RPO F48 (all-wheel drive)

To: All General Motors Dealers

General Motors is releasing Service Update 17389 today. The total number of U.S. vehicles involved is 15. 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 30, 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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