

# Service Update

## 17247 Rear Suspension Rattle or Clunk



Reference Number: N172085950

Release Date: July 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	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.

<b>Condition</b>	Certain 2017-2018 model year Buick LaCrosse vehicles may exhibit a rattle noise in the rear of the vehicle. This noise may be caused by a loose rear suspension bolt. The bolt could work its way out completely, causing a clunk and rear steering input while coming to a stop.
<b>Correction</b>	Verify torque on all bolts involved. Replace bolts that were not at the specified torque value.

### Parts

Quantity	Part Name	Part No.
6*	Rear Suspension Trailing Arm Bracket Bolt	11610909
2*	Rear Suspension Upper Trailing Arm Bolt	11609606
2*	Rear Suspension Trailing Arm Bracket Bolt (Upper Trailing Link Outer)	11610908
2*	Rear Suspension Upper Control Arm Outer Bolt	11610917
4*	Rear Cradle Brace Bolt	11588737**
4*	Rear Suspension Cradle Bolt	11562587
1	Power Transfer Unit Half Shaft Retaining Clip	19132950
1	Rear Axle Shaft Seal	23206450
1	Exhaust System Intermediate Gasket	22816982
2*	Power Transfer Unit Propeller Shaft Retainer	23206808 or 23432713
1	Power Transfer Unit Propeller Shaft Seal	23206807

\* This part number is used in multiple locations. ONLY order as required.

\*\* The part description in the EPC for this part number will be either engine wiring harness bracket bolt or exhaust hanger bracket bolt.

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which bolt(s), clip, seal, gasket, or retainer to order.

**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
9103300	Verify Torque of Rear Suspension Fasteners	0.4	ZFAT	*
9103301	Verify Torque and Replace Rear Suspension Fastener	0.4	ZFAT	*
	Add: Rear Suspension Upper Lateral Link Inner Bolt	1.8		
	Rear Suspension Upper Lateral Link Outer Bolt	0.1		
	Rear Suspension Upper Trailing Link Inner Bolt	1.8		
	Rear Suspension Upper Trailing Link Outer Bolt	0.1		
	Rear Suspension Lower Trailing Link Inner Bolt	0.1		
	Rear Suspension Lower Trailing Link Outer Bolt	0.1		
	Rear Suspension Upper Lateral Link Inner Bolt and Rear Suspension Upper Trailing Link Inner Bolt	1.9		

\* A one-time charge may be submitted for purchase of an 18mm torque adapter needed to perform this recall. The amount should be submitted in Net/Miscellaneous should represent the actual dealer cost for the torque adapter, not to exceed \$30.00 USD, \$34.95 CAD. One transaction including this expense allowed per dealer.

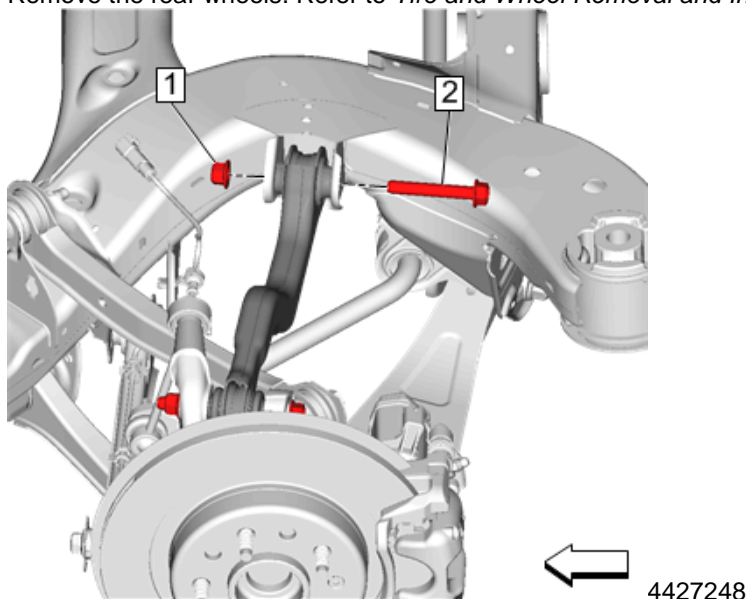
## Service Update

### 17247 Rear Suspension Rattle or Clunk



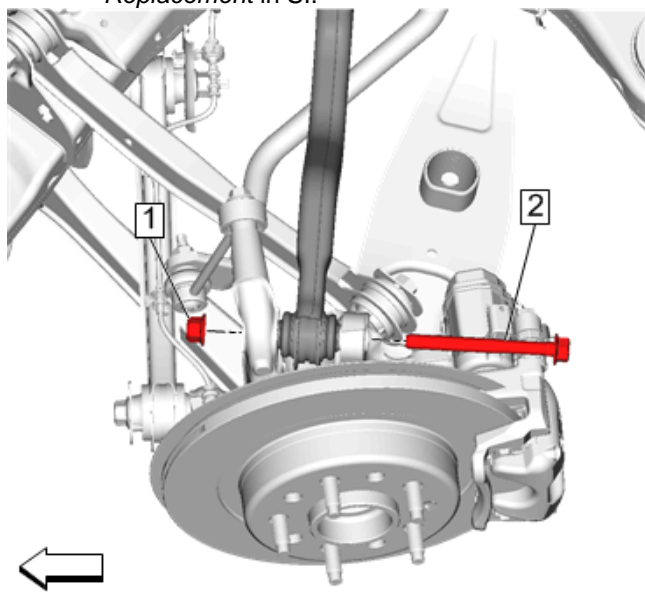
#### Service Procedure

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
2. Remove the rear wheels. Refer to *Tire and Wheel Removal and Installation* in SI.



**Note:** Due to limited clearance, a torque adapter **MUST** be used in order to check the torque of the bolt.

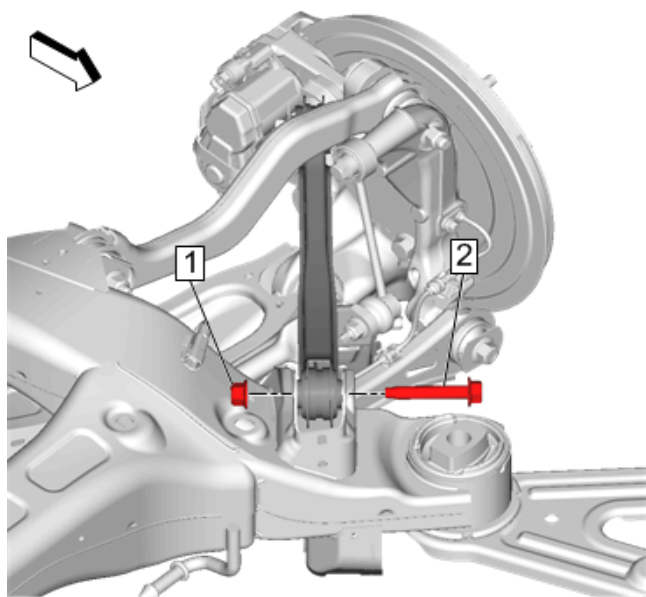
3. Verify the torque of the rear suspension upper lateral link inner bolt (2) is 90 Nm (66 lb ft).
  - If the torque is greater than or equal to 90 Nm (66 lb ft), proceed to the next step.
  - If the torque is less than 90 Nm (66 lb ft), replace the bolt. Refer to *Rear Suspension Upper Lateral Link Replacement* in SI.



4. Verify the torque of the rear suspension upper lateral link outer bolt (2) is 90 Nm (66 lb ft).
  - If the torque is greater than or equal to 90 Nm (66 lb ft), proceed to the next step.
  - If the torque is less than 90 Nm (66 lb ft), replace the bolt. Refer to *Rear Suspension Upper Lateral Link Replacement* in SI.

## Service Update

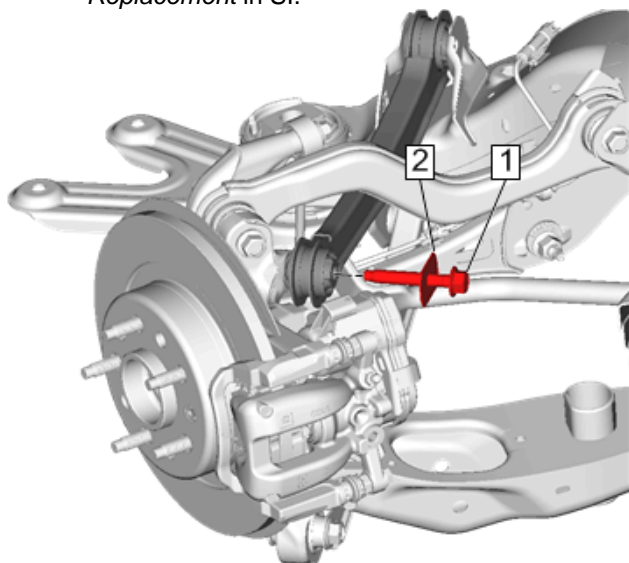
### 17247 Rear Suspension Rattle or Clunk



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**Note:** Due to limited clearance, a torque adapter **MUST** be used in order to check the torque of the bolt.

5. Verify the torque of the rear suspension upper trailing link inner bolt (2) is 90 Nm (66 lb ft).
  - If the torque is greater than or equal to 90 Nm (66 lb ft), proceed to the next step.
  - If the torque is less than 90 Nm (66 lb ft), replace the bolt. Refer to *Rear Suspension Upper Trailing Link Replacement* in SI.

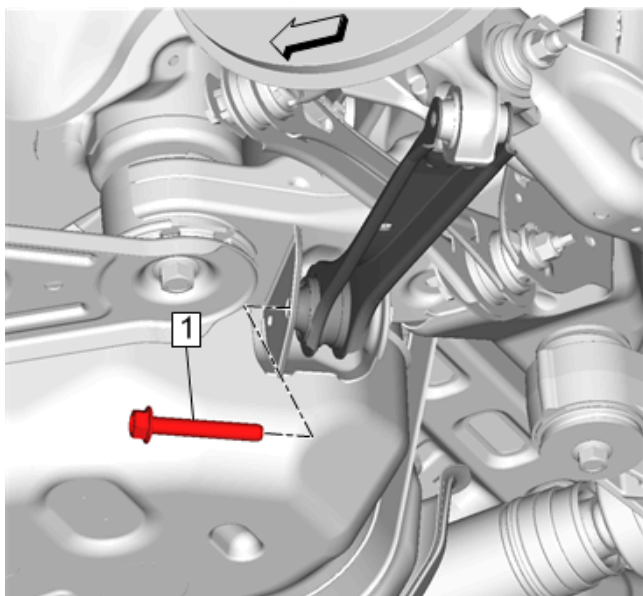


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6. Verify the torque of the rear suspension upper trailing link outer bolt (1) is 90 Nm (66 lb ft).
  - If the torque is greater than or equal to 90 Nm (66 lb ft), proceed to the next step.
  - If the torque is less than 90 Nm (66 lb ft), replace the bolt. Refer to *Rear Suspension Upper Trailing Link Replacement* in SI.

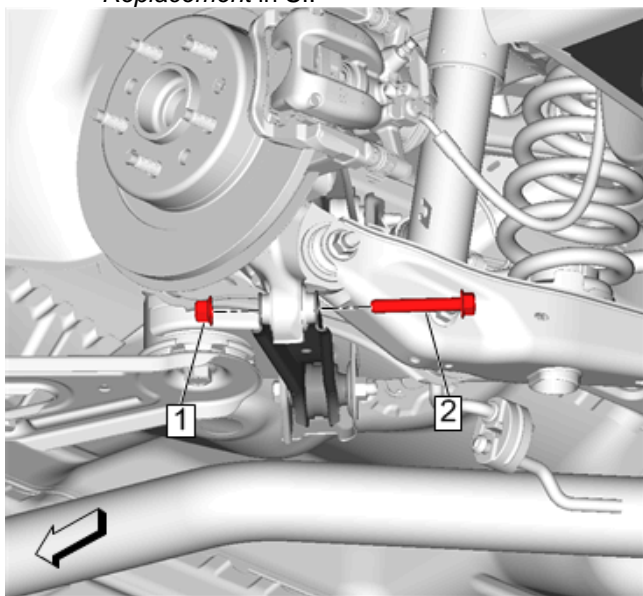
## Service Update

### 17247 Rear Suspension Rattle or Clunk



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7. Verify the torque of the rear suspension lower trailing link inner bolt (1) is 90 Nm (66 lb ft).
  - If the torque is greater than or equal to 90 Nm (66 lb ft), proceed to the next step.
  - If the torque is less than 90 Nm (66 lb ft), replace the bolt. Refer to *Rear Suspension Lower Trailing Link Replacement* in SI.



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8. Verify the torque of the rear suspension lower trailing link outer bolt (2) is 90 Nm (66 lb ft).
  - If the torque is greater than or equal to 90 Nm (66 lb ft), proceed to the next step.
  - If the torque is less than 90 Nm (66 lb ft), replace the bolt. Refer to *Rear Suspension Lower Trailing Link Replacement* in SI.
9. Install the rear wheels. Refer to *Tire and Wheel Removal and Installation* in SI.

Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* 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

## Service Update

### 17247 Rear Suspension Rattle or Clunk



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  
DCS4506  
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 14, 2017

Subject: 17247 - Service Update  
Rear Suspension Rattle or Clunk

Models: 2017-2018 Buick LaCrosse

To: All General Motors Dealers

General Motors is releasing Service Update 17247 today. The total number of U.S. vehicles involved is approximately 1,893. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated July 17, 2017. 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  
GLOBAL SAFETY FIELD INVESTIGATIONS