

Service Update

17257 Half Shaft Outer Joint Micro Cracks



Reference Number: A172096270

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		
Chevrolet	Sonic	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	Some vehicles may have been built with micro-cracks in the outer joint race chamfer and ball track of the left side half-shaft assembly outboard joint.
Correction	Per the outlined service procedure, dealers should inspect vehicle's LHS (driver's side) half-shaft label, GM PN and date code and replace the half-shaft as necessary.

Parts

Quantity	Part Name	Part No.
1	Front Wheel Drive Half Shaft – LH	96852712
1	Front Wheel Drive Shaft Nut	13208672
1	Front Wheel Drive Shaft Washer	11611963

It is estimated that only 21 involved vehicles worldwide will require Front Wheel Drive Shaft replaced on this vehicle. There is a small number of vehicles anticipated that will need this fix. **Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock.** Parts may have quantity limiters in effect.

Reminder: Parts may be removed from Retail Inventory Management (RIM) management. 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
9103279	Front Wheel Drive Shaft Label Inspection	0.2	ZFAT	N/A
9103280	Front Wheel Drive Shaft Replacement - Left Side	0.8*	ZFAT	N/A

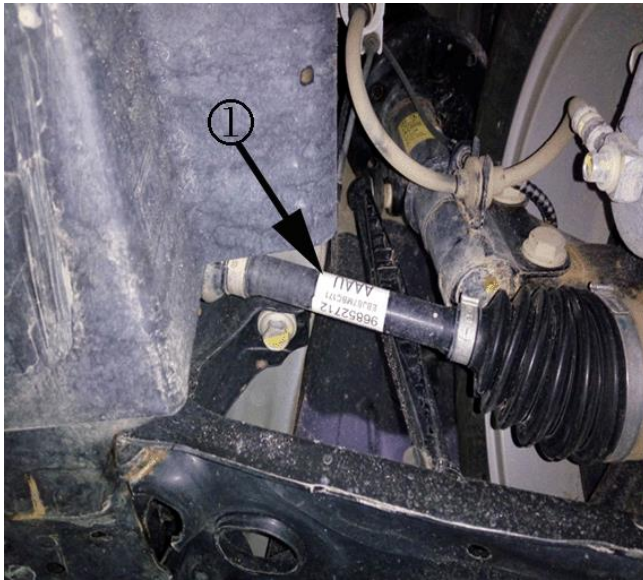
* Labor time includes label inspection and front wheel drive shaft replacement – left side.

Service Procedure

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

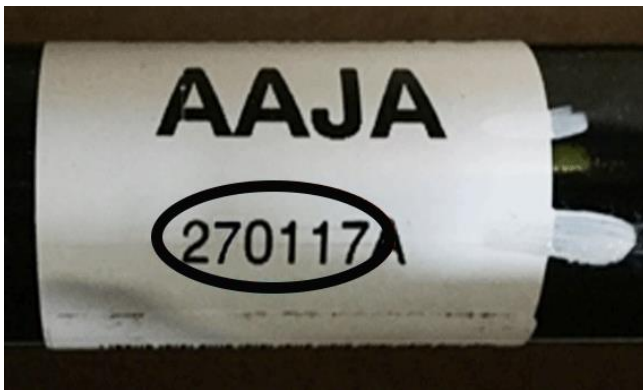
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2. Locate the driver side front wheel drive shaft label (1).



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3. Verify the date code on the label is NOT 240117, 250117, 260117, 270117, 280117, 290117, 300117, 310117, or 010217.
 - If the date code on the label is NOT one of the codes listed above, no further action is required.
 - If the date code on the label is one of the codes listed above, replace the driver side front wheel drive shaft. Refer to *Front Wheel Drive Shaft Replacement* in SI.
4. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

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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.

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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DCS4505
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 14, 2017
Subject: 17257 - Service Update
Half Shaft Outer Joint Micro Cracks
Models: 2017 Chevrolet Sonic
To: All General Motors Dealers

General Motors is releasing Service Update 17257 today. The total number of U.S. vehicles involved is approximately 192. 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 14, 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