

Service Update

17217 Water Leak at Passenger Side A-Pillar to Plenum Intersection



Reference Number: N172096880

Release Date: June 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.

For countries in the Middle East, this program is in effect until June 3, 2019.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	XT5	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	Some vehicles may experience a water leak from the passenger side A-Pillar area due to incomplete sealing within the plenum. The leak may be observed in the passenger front footwall, causing the carpet and sound deadener pad to become wet.
Correction	Reseal the A-pillar to Plenum intersecting sheet metal.

Parts

Quantity	Part Name	Part No.
1	Kent Automotive Ure-Foam (USA / Canada)	P10630*
1	Wurth Anti-Flutter Flexible Urethane Foam (Export)	089391060**

* To obtain Ure-Foam, contact Kent Automotive at 1-888-937-5368 (USA), 1-800-563-1717 (Canada), or www.kent-automotive.com. Dealers that do not have a Kent Automotive account or representative must advise the Customer Service Representative that the part(s) is being used for this GM bulletin to obtain special bulletin pricing. **Do not order from GMCCA.**

** For Export contact Wurth products for ordering.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103208	Reseal A-Pillar Body Seam	0.9	ZFAT	*

* The amount identified in Net / Miscellaneous should represent the actual sum total of the current GMCCA Dealer net price for Ure-Foam needed to perform the required repairs, not to exceed \$19.74 USD, \$29.79 CAD, plus applicable Mark-Up or Landed Cost (for Export).

Service Procedure

1. Remove the air inlet grille panel. Refer to *Air Inlet Grille Panel Replacement* in SI.

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2. Locate the area in question on the passenger side of the vehicle.

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3. Remove any clear seam sealer or expandable foam out of the hole (1).
4. Prepare the Ure-Foam nozzle and application gun per the manufacturer's instructions.

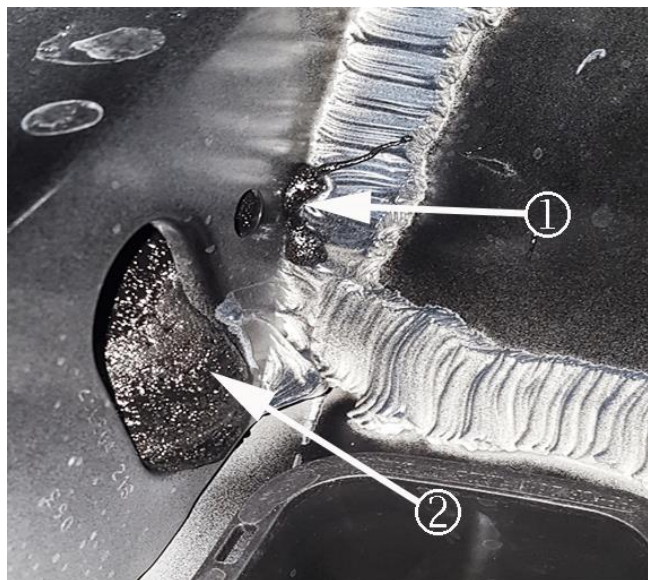


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5. After the application gun has been purged and the mixing tube is full of material, insert the mixing tube into the hole and pump the application gun 5 times.

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Note: Do NOT completely block off the large hole (2).

6. Foam should squeeze out of the hole where the foam was inserted (1) and the large hole (2).
7. Wipe off excess foam if it overflowed onto any other component.
8. Install the air inlet grille panel. Refer to *Air Inlet Grille Panel 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, (For Middle East countries, this program is in effect until June 3, 2019) 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.

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
DCS4466
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 1, 2017

Subject: 17217 - Service Update
Water Leak at Passenger Side A-Pillar to Plenum Intersection

Models: 2017 Cadillac XT5
2017 GMC Acadia

To: All General Motors Dealers

General Motors is releasing Service Update 17217 today. The total number of U.S. vehicles involved is approximately 6,601. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated June 1, 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