Service Update
17229 Broken Right Front Half-Shaft

Reference Number: N172084840

Release Date: June 2017
Revision: 00

Attention: This service update involves vehicles in dealer inventory only and will expire June 30, 2018.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Volt	2017	2017		

This service update should be performed on vehicles in dealer inventory only. 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 Chevrolet Volt vehicles may develop a fractured right front side tubular half-shaft near the outboard cv joint. This condition presents itself at a low mileage, and the driver may hear a clunk, grinding or rattle noise at the right front side of the vehicle during braking or accelerating. Loss of propulsion may also occur without warning. In addition, the wheels may not be locked, and rollaway can occur if the vehicle is placed in park on a grade without the parking brake being set.
Correction	Replace the right front wheel drive shaft.

Parts

Quantity	Part Name	Part No.
1	Front Wheel Drive Shaft – RH	84227212
1	Front Wheel Drive Shaft Washer	11611964
1	Front Wheel Drive Shaft Nut	13208079

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103212	Front Wheel Drive Shaft Replacement - Right	2.2	ZFAT	N/A

Service Procedure

Replace the passenger side front wheel drive shaft. Refer to *Front Wheel Drive Shaft Replacement* in SI.

Dealer Responsibility

Dealers must take the steps necessary to ensure that the service update correction has been made to all involved vehicles in dealer inventory before selling or dealer-trading the vehicle, but no later than June 30, 2018.

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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GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4486
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 28, 2017

Subject: 17229 - Service Update
Broken Right Front Half-Shaft

Models: 2017 Chevrolet Volt

To: All General Motors Dealers

General Motors is releasing Service Update 17229 today. The total number of U.S. vehicles involved is approximately 330. 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 28, 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
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