

# Service Update

## 17176 Transmission Performance, Shifting, Noise



Reference Number: N172088580

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		
Buick	LaCrosse	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 the 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>	The transmission cooler line seal may not have been pierced when the transmission cooler lines were connected to the transmission. This could cause a lack of fluid flow, resulting in damaged transmission clutches.
<b>Correction</b>	Inspect the transmission fluid for evidence of fluid overheating. If evidence of fluid overheating is present, the transmission is to be replaced.

### Parts

Quantity	Part Name	Part No.
1	Automatic Transmission	24278343*
1	Automatic Transmission	24284080*
1	Transmission Fluid Cooler Pipe Nut	11546456
1	Transmission Fluid Cooler Inlet and Outlet Pipe	26697352
1	Automatic Transmission Fluid (AW-1)	19256039 (US) 19256040 (Canada)
1	Intermediate Steering Shaft Bolt	23309490
1	Exhaust System Front Gasket - LH	23496536
1	Exhaust System Front Gasket – RH	23496537
1	Exhaust System Intermediate Gasket	22816982
1	Power Transfer Unit Propeller Shaft Retainer	23206808
1	Power Transfer Unit Propeller Shaft Seal	23206807
1	Propeller Shaft to Differential Carrier Interface Retainer	23432713
1	Propeller Shaft to Differential Carrier Interface Seal	23269752
1	Steering Knuckle Bolt	11570950
2	Transmission Rear Mount Bolt	11589279
2	Transmission Rear Mount Bolt	11517236
2	Front Wheel Drive Shaft Nut	11611687
2	Front Wheel Drive Shaft Washer	11547142
1	Front Wheel Drive Intermediate Shaft Retaining Ring	90223082
1	Front Wheel Drive Intermediate Shaft Seal	25824167
4	Catalytic Converter Nut	11517996
2	Catalytic Converter Gasket	22997477
1	Power Transfer Unit Bolt	11548255
1	Transfer Case Seal	23432719

Parts should only be ordered when transmission fluid inspection determines that it is necessary to replace the transmission. Dealers are encouraged NOT to order program parts for use as shelf stock.

\*For 24278343 or 24284080: to order call Product Quality Center (PQC) @ 866-654-7654 to discuss the information/diagnostics that led to the need to repair the Transmission Assembly.

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which automatic transmission to order.

**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.

# Service Update

## 17176 Transmission Performance, Shifting, Noise



### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103238	Inspect Transmission Fluid – No Further Action Required	0.2	ZFAT	N/A
9103239	Transmission and Transmission Fluid Cooler Inlet and Outlet Pipe Replacement	12.5*	ZFAT	N/A

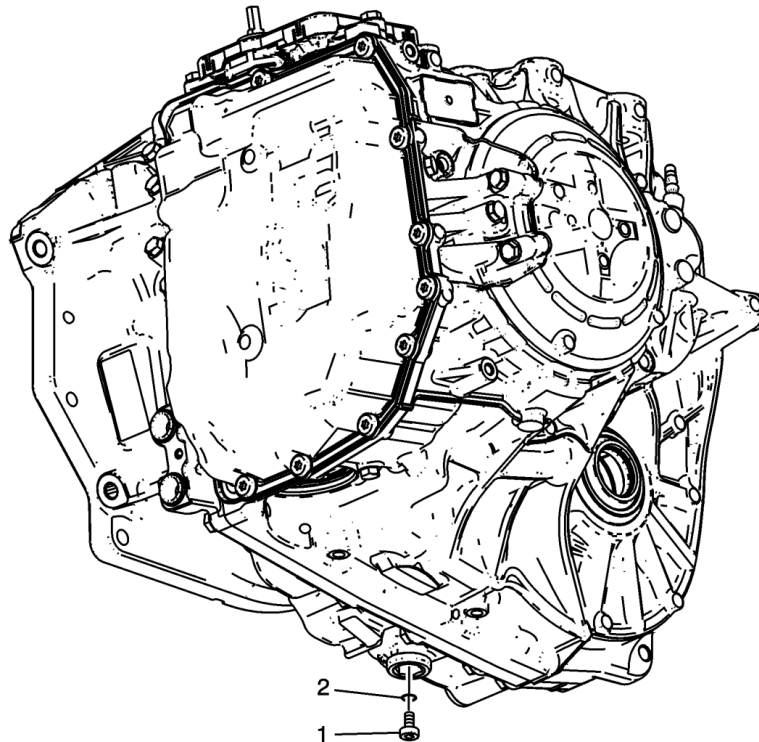
\* The labor time includes inspection, transmission replacement, transmission flush and flow test, and transmission fluid cooler inlet and outlet pipe replacement.

### Service Procedure

This procedure will check for evidence of fluid overheating or clutch damage. The procedure should be done after the pre-delivery inspection (PDI) test drive, but before the vehicle is made ready for sale. If any diagnostic trouble codes (DTCs) are set during the PDI test drive, refer to the appropriate diagnostic information in SI.

**Note:** This transmission uses a stand pipe inside the transmission above the drain plug to set the proper fluid level. The following procedure does NOT require that the transmission be at the required temperature to set fluid level. Removal of less than 1 ounce of fluid will NOT affect the transmission performance. If fluid level adjustment is needed, the transmission fluid temperature must be within 35–45°C (95–113°F). Refer to *Transmission Fluid Level and Condition Check in SI* for the fluid level setting procedure

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI. The vehicle must be level, with the engine shut off and the shift lever in the PARK range.

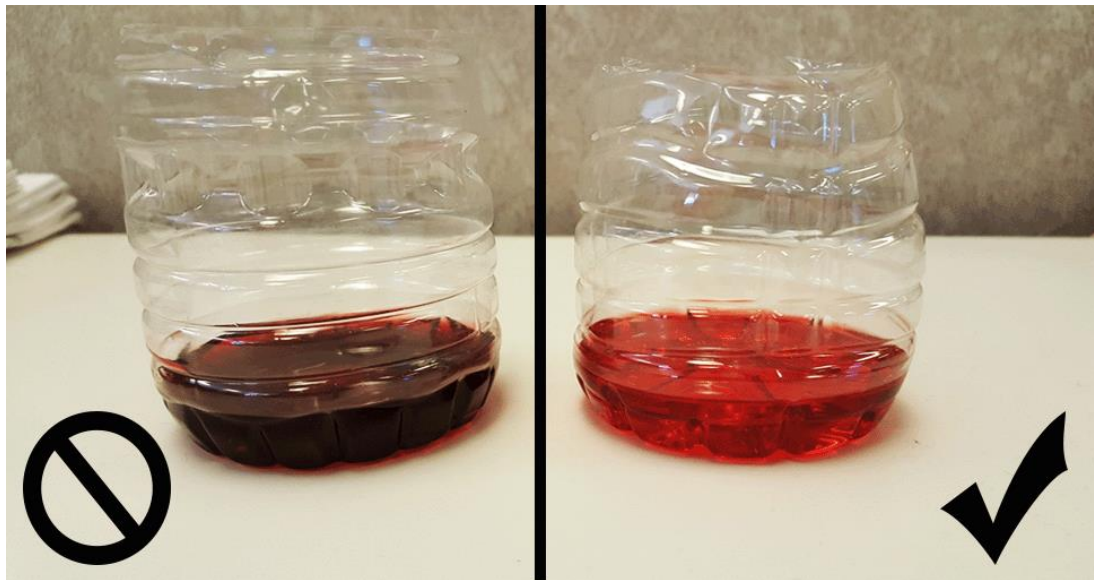


4176042

2. Loosen, but do NOT remove the transmission oil drain plug (1) to collect a small amount of fluid (less than 1 oz.) into a clear or translucent container.
3. Tighten the transmission oil drain plug (1) to 8 Nm (6 lb ft).

## Service Update

### 17176 Transmission Performance, Shifting, Noise



4. Inspect the color of the transmission fluid sample.
  - If the color of the fluid sample is clear and light pink (pictured on the right above), proceed to the next step.
  - If the color of the fluid is dark red or brown (pictured on the left above), proceed to step 6.
5. Inspect the fluid sample for a burnt odor or any odor that is different from new AW-1 Automatic Transmission Fluid (ATF).
  - If the fluid sample odor is the same as new AW-1 ATF, no further action is required.
  - If the fluid sample has a burnt odor or is different from new AW-1 ATF, proceed to the next step

**Note:** The transmission is restricted from dealer ordering. Please refer to the latest version of PIP5381 for ordering instructions prior to contacting PQC at 866-654-7654.

6. Replace the transmission. Refer to *Transmission Replacement (Front Wheel Drive)* or *Transmission Replacement (All Wheel Drive)* in SI.
7. Flush and flow test the transmission oil cooler lines. Refer to *Transmission Fluid Cooler Flow Test and Flushing (AF50-8)* in SI.
8. Replace the transmission fluid cooler inlet and outlet pipe. Refer to *Transmission Fluid Cooler Inlet and Outlet Pipe Replacement* in SI.

**Note:** New transmissions are shipped full of transmission fluid. The following check is to accommodate fluid loss from replacing the transmission fluid cooler inlet and outlet pipe.

9. Verify the transmission fluid level. Refer to *Transmission Fluid Level and Condition Check* in SI.
10. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

## Service Update

### 17176 Transmission Performance, Shifting, Noise



#### 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/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.



**We Support  
Voluntary Technician  
Certification**

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4494  
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 29, 2017

Subject: 17176 - Service Update  
Transmission Performance, Shifting, Noise

Models: 2017 Buick LaCrosse

To: All General Motors Dealers

General Motors is releasing Service Update 17176 today. The total number of U.S. vehicles involved is approximately 6,512. 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 29, 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