

# Customer Satisfaction Program

## 18229 – Rear Axle Cover Bolt Insufficient Clamp Load



Reference Number: N182163530

Release Date: August 2018  
Revision: 00

**Attention:** This program is in effect until August 31, 2020.

| Make  | Model | Model Year |      | RPO | Description |
|-------|-------|------------|------|-----|-------------|
|       |       | From       | To   |     |             |
| Buick | Regal | 2018       | 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 2018 model year Buick Regal vehicles may have a condition where they were built with rear differential modules (RDM) which have one suspect bolt hole with a shallower depth than the rest of the bolt holes, causing the one bolt to bottom out and not fully seat. This can result in the RDM cover becoming loose, which could result in fluid loss and diagnostic trouble code (DTC) C0407-64 setting. The AWD SERVICE message could be displayed on the driver's information center, (DIC). |
| <b>Correction</b> | Replace rear differential module (RDM).  |

### Parts

| Quantity | Part Name                                     | Part No. |
|----------|---|----------|
| 1        | Carrier Assembly                              | 84244110 |
| 1        | Exhaust System Intermediate Gasket            | 22816982 |
| 1        | Prop Shaft to Diff Carrier Interface Retainer | 23432713 |
| 1        | Prop Shaft to Diff Carrier Interface Seal     | 23269752 |
| 1        | Power Transfer Unit Prop Shaft Retainer       | 23206808 |
| 1        | Power Transfer Unit Prop Shaft Seal           | 23206807 |
| 2        | Retaining Ring                                | 07829495 |
| 2        | Rear Wheel Drive Shaft Seal (O-Ring)          | 22791231 |
| 2        | Transmission Rear Mount Bolt                  | 11589279 |
| 2        | Rear Suspension Trailing Arm Bracket Bolt     | 11610909 |
| 2        | Rear Suspension Trailing Arm Bracket Bolt     | 11610908 |
| 2        | Rear Suspension Lower Control Arm Outer Bolt  | 11611841 |
| 2        | Rear Wheel Driveshaft Nut                     | 11611687 |
| 1        | Differential Carrier Front Mount Bolt         | 11611264 |
| 2        | Differential Carrier Rear Mount Bolt          | 11589280 |

**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.

**Note:** Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which Rear Differential Module and other required parts to order. (Affected dealers have already received parts.)

Since there are only three (3) vehicles involved, and due to limited initial parts availability, dealers are encouraged not to order program parts for use as shelf stock.

### Warranty Information

| Labor Operation | Description                                    | Labor Time | Trans. Type | Net Item |
|-----------------|--|------------|-------------|----------|
| 9103952         | Rear Differential Carrier Assembly Replacement | 3.5        | ZFAT        | N/A      |

### Service Procedure

Replace the rear differential carrier assembly. Refer to *Differential Carrier Assembly Replacement* in SI.

### Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program 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.

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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.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through August 31, 2020. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through August 31, 2020, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

### Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. dealers through the GM GlobalConnect Recall Reports. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

### Courtesy Transportation – For USA

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

### Customer Notification

General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

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**

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August 2018

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

We have learned that your 2018 model year Buick Regal may have been built with an incorrect Rear Differential Module, (RDM).

Your satisfaction with your Regal is very important to us, so we are announcing a program to fix it.

**What We Will Do:** Your GM dealer will replace your Rear Differential Module (RDM). This service will be performed for you at **no charge until August 31, 2020**. After that, any applicable warranty will apply.

**What You Should Do:** To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

| Division              | Number         | Text Telephones (TTY) |
|-----------------------|----------------|-----------------------|
| Buick                 | 1-800-521-7300 | 1-800-832-8425        |
| Puerto Rico – English | 1-800-496-9992 |                       |
| Puerto Rico – Español | 1-800-496-9993 |                       |
| Virgin Islands        | 1-800-496-9994 |                       |

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Buick Regal vehicle provides you many miles of enjoyable driving.

Neelie O'Connor  
Executive Director  
North America Contact Center Operations

18229

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4827  
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 20, 2018

Subject: 18229 Customer Satisfaction Program  
Rear Axle Cover Bolt Insufficient Clamp Load

Models: 2018 Buick Regal

To: Select General Motors Dealers

General Motors is releasing Customer Satisfaction Program 18229 today. There are three (3) U.S. vehicles involved in this field action. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on August 21, 2018.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system was updated August 18, 2018. However, for your convenience the three (3) involved vehicles are listed below:

- W04GV8SX6J1091158
- W04GV8SX7J1091167
- W04GV8SX9J1091171

Please disregard all previous instructions for repairing these vehicles, and follow the attached bulletin. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS