

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4986
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 06, 2019

Subject: N182201530 - Service Update
Propeller Shaft Disengage at Power Transfer Unit

Models: 2018-2019 Buick Regal
Equipped with All Wheel Drive/Four Wheel Drive (RPO F46)

To: All General Motors Dealers

General Motors is releasing Service Update N182201530 today. The total number of U.S. vehicles involved is approximately 5. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated March 06, 2019. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS

Service Update

N182201530 Propeller Shaft Disengage at Power Transfer Unit



Reference Number: N182201530

Release Date: March 2019

Revision: 00

Attention: This service update involves vehicles in dealer inventory only and will expire March 31, 2020.

| Make | Model | Model Year | | RPO | Description |
|-------|-------|------------|------|-----|---|
| | | From | To | | |
| Buick | Regal | 2018 | 2019 | F46 | Chassis Drive Line - All Wheel Drive (AWD)/Four Wheel Drive (4WD) |

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 2018-2019 model year Buick Regal vehicles, equipped with AWD (RPO F46), may have a condition in which the front portion of the propeller shaft slips out of the Power Transfer Unit (PTU) and drags on the roadway. The driver may hear a dragging noise from beneath the vehicle, but there will be no driver information center/cluster warning messages. |
| Correction | Dealers are to inspect, and if necessary, reseal the prop shaft to the PTU and rear differential carrier assembly. |

Parts

No parts are required for this repair.

Warranty Information

| Labor Operation | Description | Labor Time | Trans. Type | Net Item |
|-----------------|-----------------------------|------------|-------------|----------|
| 9104336 | Re-seat driveshaft into PTU | 0.3 | ZFAT | N/A |

Service Procedure

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

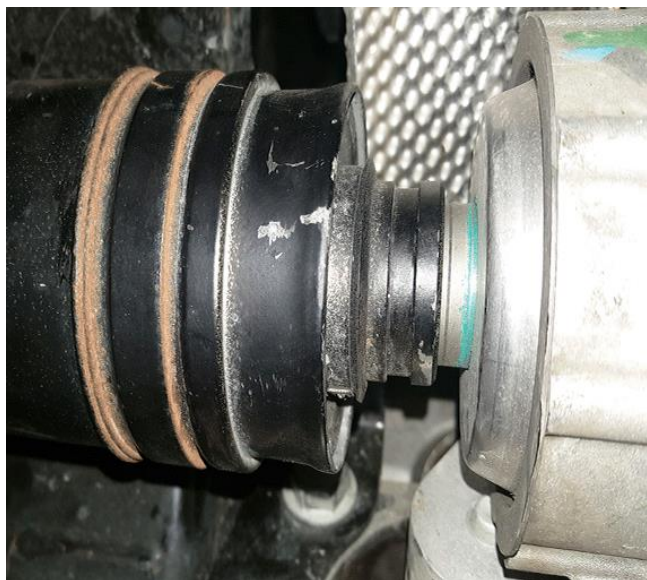


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2. Using both hands, push forward firmly on the driveshaft several times as shown to ensure it is snapped into the Power Transfer Unit (PTU) fully.

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3. The driveshaft-to-PTU interface should look as shown when the driveshaft is fully seated.
4. Pull on the driveshaft at this point; there should be no movement.
 - If there is movement, return to step 2 and repeat.
 - If there is no movement, proceed to step 5.
5. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* 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 March 31, 2020.

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.

