

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5023
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 26, 2019

Subject: N192211320 - Service Update
Left Front Lower Control Arm Ball Joint Not Seated

Models: 2019 Buick Enclave
2019 Chevrolet Traverse

To: All General Motors Dealers

General Motors is releasing Service Update N192211320 today. The total number of U.S. vehicles involved is approximately 31,158. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated April 26, 2019. A list of involved vehicles is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Service Update

N192211320 Left Front Lower Control Arm Ball Joint Not Seated



Release Date: April 2019

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.

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Enclave	2019	2019		
Chevrolet	Traverse	2019	2019		

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 2019 model year Buick Enclave and Chevrolet Traverse vehicles may have a left front lower control arm ball joint not fully seated.
Correction	Dealers are to inspect the label on the left front lower control arm for suspect serial numbers and replace the left front lower control arm if it matches the suspect list.

Parts

Quantity	Part Name	Part No.
1	Lower Control Arm	84263009
2	Bolt	11610916
2	Bolt	11611268

It is estimated that only 1% involved vehicles will require parts replaced. **Due to the small number of vehicles anticipated that will need this fix and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

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.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104423	Inspect Only – No Further Action Required	0.2	ZFAT	N/A
9104424	Lower Control Arm Replacement Traverse Enclave	0.8 0.7		

Service Procedure

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

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2. Inspect the left front control arm label serial number as shown here. Using the find function in windows (Ctrl+F) search this bulletin to see if the control arm serial number on the vehicle matches a serial number listed in this field action.
 - If the serial number does NOT match a serial number found in this field action, no further action is required. Proceed to step 3.
 - If the serial number of the control arm on the vehicle matches a serial number in this field action (or if the serial number on the label is illegible), replace the control arm. Refer to *Lower Control Arm Replacement* in SI.
3. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

A218341000214913	C218354000164000	D119005000103339	D218348000214038
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C118341000104125	C219011000164012	D119007000120241	D219005000200401
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C118347000111654	C219011000212517	D119011000080721	D219007000150110
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C118347000134311	C219014000205835	D119011000113944	D219010000171955
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C118348000081215	C219015000201044	D119011000140115	D219010000201208
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C118353000091252	C219017000152616	D119012000122036	D219010000214751
C118353000120331	C219017000193027	D119014000080406	D219010000214753
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C119005000082058	C318348000024515	D119015000142345	D219017000150454
C119005000103703	C318348000031949	D119015000142539	D219017000150459
C119005000113118	C318348000040919	D119015000142543	D219017000150515

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C119007000125816	C318351000051813	D119015000142942	D219017000152150
C119007000131453	C318351000055126	D119016000083356	D219017000152521
C119007000131516	C318352000235944	D119016000083403	D219017000162746
C119007000141754	C318355000042350	D119016000084750	D219017000163608
C119010000133210	C318355000042510	D119016000085032	D219017000185423
C119010000140319	C319002000010748	D119016000085036	D219017000193420
C119011000081931	C319011000233325	D119016000100926	D219017000193425
C119011000081939	C319011000233406	D119016000100939	D219017000193951
C119011000084529	C319011000235956	D119016000101001	D219017000201830
C119011000100533	C319012000004416	D119016000140018	D219017000201833
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C119011000115448	C319015000233240	D119017000085531	D318327000010410
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C119011000142651	D118330000081210	D119017000093044	D318335000025008
C119012000075404	D118330000101709	D119017000103522	D318335000025235
C119012000121954	D118331000084513	D119017000105020	D318337000005654
C119014000075103	D118331000085410	D119017000110134	D318337000035510
C119014000075125	D118331000085418	D119017000111907	D318337000035521
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C119015000113036	D118339000071545	D119018000093043	D318348000031943
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C119015000142607	D118346000080418	D119018000102901	D318348000042417
C119015000142612	D118347000085211	D119018000105544	D318348000042418
C119015000142738	D118347000102434	D119018000105603	D318348000053659
C119015000142739	D118347000103128	D119018000105606	D318349000052756
C119015000142756	D118347000103228	D119018000105810	D318351000033621
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C119016000090152	D118347000134212	D119019000113537	D318351000052218
C119016000090205	D118347000134525	D119019000131045	D318352000233257
C119016000101721	D118349000092750	D119019000131050	D318352000233313
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C119016000134710	D118351000113037	D119019000131859	D318353000025942
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C119017000130510	D118355000080621	D218333000161013	D318353000052653
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C119018000105821	D118355000081039	D218333000165441	D318353000052705
C119018000111338	D118355000082715	D218335000213545	D318353000052717
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C218333000160546	D119002000132729	D218344000164621	D318353000062122
C218333000161004	D119002000132855	D218344000195231	D318353000062128
C218333000161020	D119002000132912	D218344000215237	D319002000010738
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C218333000192116	D119002000133428	D218345000152614	D319005000012735
C218333000192120	D119002000135521	D218345000153038	D319005000025840
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D319014000062242	D319014000060653	D319012000064234	

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, 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/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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Voluntary Technician
Certification**