

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5335
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 19, 2020

Subject: N192287890 - Service Update
Dash Panel Silencer Attachment Stud Lacks Clearance

Models: 2020 GMC Acadia equipped with:
2.5L DOHC 4-CYL SIDI W/ Variable Valve Timing (RPO LCV)

To: All General Motors Dealers

General Motors is releasing Service Update N192287890 today. The total number of U.S. vehicles involved is approximately 77. 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 February 19, 2020. 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

N192287890 Dash Panel Silencer Attachment Stud Lacks Clearance



Release Date: February 2020

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		
GMC	Acadia	2020	2020	LCV	2.5L DOHC 4-CYL SIDI W/ Variable Valve Timing

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	On certain 2020 model year GMC Acadia vehicles, equipped with a 2.5L engine (RPO LCV), the dash panel silencer attachment stud may lack sufficient clearance to the intake manifold resonator. When the engine is under load, the stud could make contact with the resonator.
Correction	Dealers will cut off 6mm of the center stud.

Parts

No parts are required for this repair.

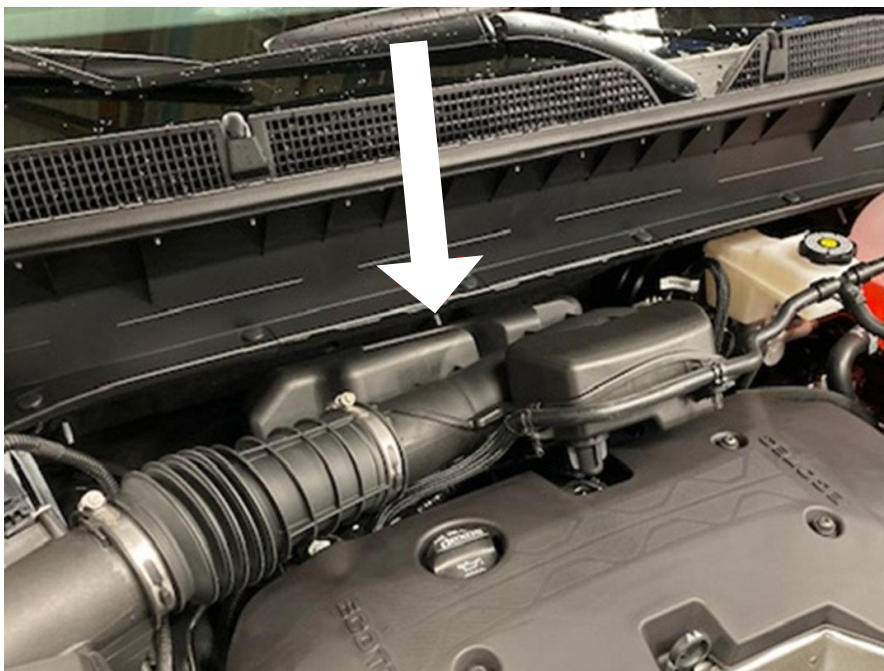
Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105001	Cut Dash Pad Silencer Stud	0.3	ZFAT	*

* The amount identified in "Net Item" should represent the actual sum total of the current GMCC&A Dealer net price for anti corrosion material needed to perform the required repairs, not to exceed \$8.00 USD, plus applicable Mark-Up or Landed Cost (for Export).

Service Procedure

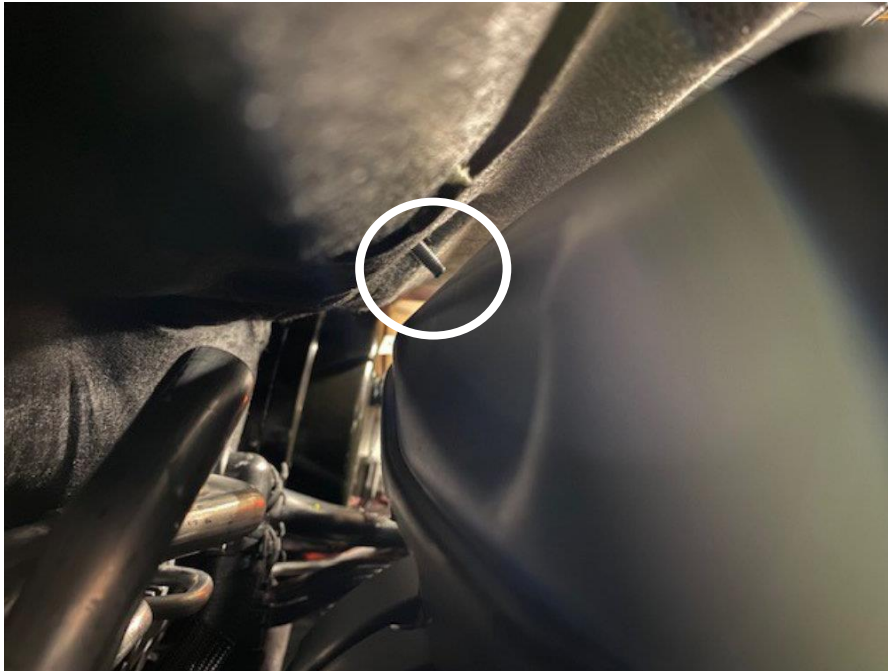
1. Open hood and install fender covers.



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2. Locate the dash pad silencer stud as shown. Side view shown above for reference.
3. Using bolt cutters, cut the stud flush with the dash pad silencer fastener.
4. Apply anti-corrosion coating to the exposed end of the stud where it was cut. Refer to *Anti-Corrosion Treatment and Repair* in SI.
5. Remove fender covers and close hood.

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/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.



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Certification**