

**Subject:** Engineering Information - Loss of Propulsion/Traction and Grinding Type Noise Heard After Loss of Traction and Vehicle Towed Due to Half Shaft Disconnection

**Attention:** Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PIE and proceed with diagnostics found in published service information. THIS IS NOT A RECALL refer to Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

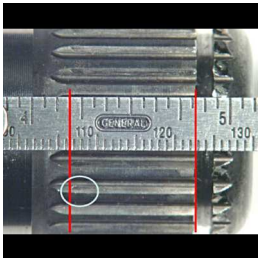
*This EI has been revised to update the Subject and Condition. Please discard PIE0694.*

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2022	2022	—	—	—	—
Cadillac	XT5						
		XT6					
Chevrolet	Blazer						
	Traverse						
GMC	Acadia						

<b>Involved Region or Country</b>	North America
<b>Condition</b>	<p><b>Important:</b> If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.</p> <p>It is imperative to have all 3 issues at the same time loss of propulsion/traction and grinding noise is produced without vehicle moving and vehicle needed to be tow to the dealership.</p>
<b>Cause</b>	GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

### Correction

If you encounter a vehicle with the above concern, perform the following steps and contact the engineer listed below with your findings.



1. Remove the left side front wheel drive shaft, take a clear close up picture of the spline indicating engagement at 16 mm at the end of the groove to the end of the spline, as shown in the picture above. Refer to *Front Wheel Drive Half Shaft Replacement - Left Side* in SI.

### Contact Information

The Contact Information has been redacted.

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

## Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
8486138*	Engineering Information - Grinding Type Noise Heard From Left Side of Vehicle	0.5 hrs.

\*This is a unique Labor Operation for bulletin use only.

<b>Version</b>	2
<b>Modified</b>	Released April 22, 2022 Revised June 09, 2022 – Revised to update the Subject and Condition.