

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

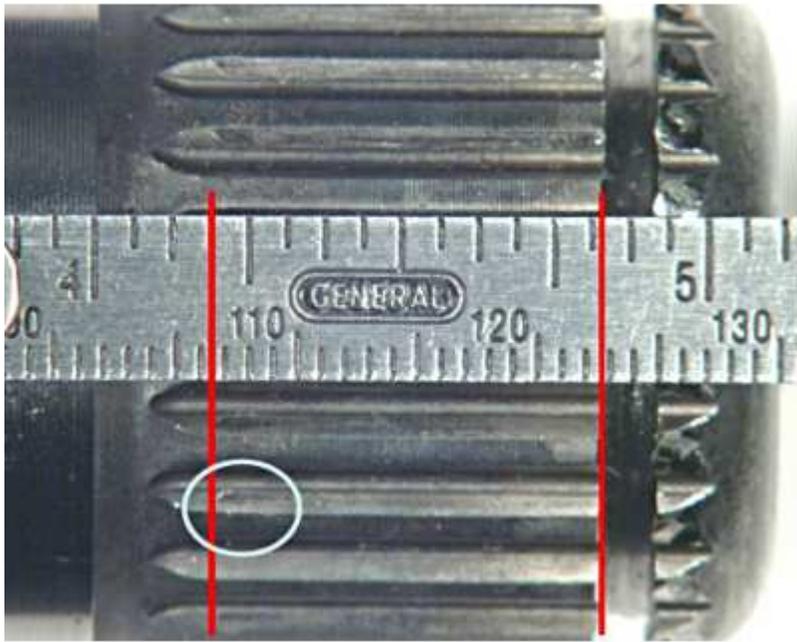
Attention: Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PIE and proceed 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.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT5	2022	2023	—	—	—	—
	XT6						
Chevrolet	Blazer						
GMC	Acadia						

Involved Region or Country	North America
Condition	<p>Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.</p> <p>Some customers may comment on having one or more of the following conditions:</p> <ul style="list-style-type: none"> • Loss of propulsion • Loss of traction • Grinding type noise heard after loss of traction • Vehicle towed due to half shaft disconnection
Cause	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.

Version	1
Modified	Released December 12, 2022