



Service Bulletin

PRELIMINARY INFORMATION

Subject: Normal Characteristic - Rusty or Corroded Appearance on Exhaust Component

Models: 2008-2017 Buick Enclave
2009-2017 Chevrolet Traverse
2007-2016 GMC Acadia
2017 Acadia Limited
2007-2010 Saturn Outlook

This PI was superseded to update Model Years. Please discard PIT4351E.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

GM Engineering has investigated reports of a rusty or corroded appearance on the exhaust components for new vehicles being received at the dealer. During certain times of the year, vehicles being produced in Michigan may be exposed to road salt which is used to maintain roads in the winter months. This salt may be present on the plant premises, city streets around the plant, or on the transport truck. During transit between the plant and the dealer some of the exhaust components may corrode as a result of this salt exposure. These exhaust parts are made of a bare mild-grade stainless steel that will oxidize, or appear rusty. Over time, these components will have a uniform rust-like discoloration, which should be considered a normal condition.

These components have been tested to 10+ years in normal service and the Vehicle Technical Specifications stipulate that cosmetic corrosion on these parts, which are not easily visible to the customer, should be considered an acceptable condition. Customers should be assured that these parts, even though they may have cosmetic corrosion, will not wear out prematurely or have any type of durability concern occur.

Recommendation/Instructions

This is a normal condition and these components should not be replaced for this surface or cosmetic corrosion.

Customer Information

Please communicate to the customer this condition is a normal operating characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle. Please share this information with the customer, including a copy of this message.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.



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