



Service Bulletin

Bulletin No.: 23-NA-192

Date: November, 2023

INFORMATION

Subject: Information on Wheel Drive Shaft Replacement and Nut Removal Damage

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2021	2024	-	-	-	Equipped with All Wheel Drive Only
Cadillac	XT5		2023				
	XT6						
Chevrolet	Blazer Traverse		2023				
GMC	Acadia	2023					

Involved Region or Country	North America, Middle East
Additional Options (RPOs)	Equipped with All Wheel Drive Only

Service Procedure

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

Damage to the wheel drive shaft threads has been seen in warranty due to the use of power tools to remove the wheel drive shaft nut.

Power tools should never be used to remove this hardware. Technicians are to use hand tools only.

Any warranty claims submitted with these conditions may be debited.

Please refer below to what damage could look like if power tools are used:



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Please refer to the proper replacement procedure in Service Instructions.

Debits will be issued for improper servicing, non-return of parts as well as inspection results by WPC.

Please refer to the latest version of Service Bulletin #99-00-89-019: Global Warranty Management (GWM) Warranty Parts Center (WPC) Parts Return Program for more information.

Version	1
Modified	Released October 30, 2023

