



Service Bulletin


Bulletin No.: 23-NA-196

Date: November, 2023

TECHNICAL

Subject: Ratcheting Type Noise Heard from Under the Vehicle when Disengaging All Wheel Drive (AWD)

Brand:	Model:	Model Year:		Build Date:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave AWD	2022	2023	October 10, 2022	February 28, 2023		
Cadillac	XT5						
	XT6						
Chevrolet	Blazer						
	Traverse AWD						
GMC	Acadia						

Involved Region or Country	North America, Europe, Kazakhstan, Uzbekistan, Russia, Middle East, Israel, Palestine, Bolivia (West), Chile (West), Colombia (West), Ecuador (West), Peru (West), Japan, Cadillac Korea (South Korea), Other Africa
Additional RPO	F48: CHASSIS DRIVE LINE-ALL WHEEL DRIVE (AWD)/FOUR WHEEL DRIVE(4WD), DRIVER SELECT
Condition	Some customers may comment that a ratcheting type of noise can be heard when disengaging the AWD.
Cause	<div style="text-align: center;">  </div> <p style="text-align: right; font-size: small;">6472057</p> <p>This condition may be caused by the inner differential carrier output shaft contacting the driveline torque tube.</p>
Correction	If the noise has been verified to be coming from the driveline torque tube, replace the driveline torque tube.

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.

Service Procedure

Refer to *Driveline Torque Tube Replacement* in the Service Manual.

Parts Information

Note: Only select the parts that coincide with the repair performed. Replace the part with the P/N outlined in the Electronic Parts Catalog (EPC) in accordance with the vehicle VIN.

Causal Part	Description	Model	Part Number	Qty
X	TUBE, DRIVELINE TORQ	Traverse	85592566	1
		Enclave		
		Acadia	85660253	
		Blazer		
		XT5		
	XT6			
N/A	GASKET, RR WHL DRV DIFF CARR HSG	All	84386387	

Warranty Information

For vehicles repaired under the Powertrain coverage, use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Model	Labor Time
3088068*	Inspection and Verification of Contact in Torque Tube	All	0.3 hr
Add	Driveline Torque Tube Replacement	Acadia	1.1 hr
Add		XT5	
Add		Enclave	
Add		Traverse	1.2 hr
Add		XT6	
Add		Blazer	2.3 hr

*This is a unique Labor Operation for Bulletin use only.

Version	1
Modified	Released November 14, 2023

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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