

PRTS [REDACTED] - Issue Summary

Issue Number: [REDACTED]

Subject: Rod Bearing , Engine - Stalled While Driving

Issue Type: (Aftersales) Field Performance Report

Issue Age: 1 Days

Issue Status: Closed

Program: Yukon T1

Project:

Current Step Status: Complete

Product Line: CKtruck - Global Full Size Truck Pickup / Utility

Project Number: [REDACTED] Current Product

Current Step Target:

Responsible:

Designee:

Severity: *S - Potential Safety, Safety Compliance and/or Safety Regulatory Criteria

Field Performance Report

Vehicle Information

Vehicle Line / Engineering Source: Yukon T1

Country:

Vehicle Line: Yukon T1

Hardware Stage:

Product Line: CKtruck - Global Full Size Truck Pickup / Utility

Make: GMC

Project Number: [REDACTED] - Current Product

Model Year: 2021

Engine:

Transfer Case:

Transmission:

Axle:

Title

Part Name: Rod Bearing

Part Location: Engine

Complaint: Stalled While Driving

Severity: *S - Potential Safety, Safety Compliance and/or Safety Regulatory Criteria

Origination Point: Dealer

Dealer Number: 118330

Field Rep Number:

Emissions:

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Current Step Role Assignments

Name	Name	Date	Assignment Comments	Assigned By	Phone
BQM	[REDACTED]	14-Jan-2021		[REDACTED]	+ [REDACTED]
Issue Approver	[REDACTED]	14-Jan-2021		[REDACTED]	[REDACTED]
Originator	[REDACTED]	14-Jan-2021		[REDACTED]	[REDACTED]

VIN Information

Cases

No Of Cases	Recorded By/Originator	Recorded Date
No records available		

VIN Information

Primary VIN	VIN	Build Date	Odometer Reading	Odometer Unit	Engine No	Transm. No
Y	[REDACTED]	19-Oct-2020	1933	Miles		
N	[REDACTED]	14-May-2021	3871	Miles		

Affected Parts

VPPS 1: 10-Powertrain

VPPS 2: 10.01-Power Generation

VPPS 3: 10.01.01-Engine

VPPS 4:

Parts

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Part Number	Part Name
No records available	

Parts Available?:

Location of Parts
[REDACTED] on 14-Jan-2021 Job Card#: [REDACTED] TAC Case#: [REDACTED]

Problem Description

Symptoms/Complaints
[REDACTED] on 04-Oct-2021 VIN: [REDACTED] Vehicle: 2021 YUKON 4WD Odometer: 3871 Condition: Vehicle died while driving would not restart. Cause: #1 rod bearing spun Bearing is stuck on crankshaft. Correction: Replace engine Job Card#: [REDACTED] TAC Case# [REDACTED]
[REDACTED] on 14-Jan-2021 Condition: Engine shut off while customer was driving. Will not crank. Cause: The tech found the engine seized. After removing the oil pan the tech found #6 rod bearing failure. Correction: Replacement of crank, rod, piston. Comments: The customer said they were driving the vehicle under normal conditions when the engine shut off. There were no abnormal noises noted prior to failure. The rod cap has welded itself to the crank and cannot be removed without force.

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Probable Cause
No records available

Corrective Action
No records available

Issue Status

System Reference

External System Name	External System Issue ID
No records available	

Speak Up For Safety Comments
No records available

Additional Product Issue Information
No records available

Service Actions
No records available

Is this part/component used on current program?:

Read Across Confirmed?:

Is a Program Action Plan Required?:

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Tech Specialist Comments

No records available

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Issue Events

Date	Event	Code	Comment	Name
15-Jan-2021	Closed			[REDACTED]

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Memos

Date Sent	Subject	Issue Step	Sent By
No records available			

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Attachments

Date	Title	Associated Step	Attached By
04-Oct-2021	[REDACTED].pptx	Field Performance Report	[REDACTED]
14-Jan-2021	[REDACTED] 2021 YUKON XL 4WD FPR Report.pptx	Field Performance Report	[REDACTED]

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Associations

Associated Parents

Date	Subject	Issue Number	Issue Type	Issue Status	Current Step	Step Status	Step Roles	Associated By
No records available								

Associated Children

Date	Subject	Issue Number	Issue Type	Issue Status	Current Step	Step Status	Step Roles	Associated By
14-Jan-2021	Rod Bearing , Engine - Stalled While Driving	[REDACTED]	(PRTS) PRTS Issue	Closed - Special Action	Preliminary Root Cause	Suspended	PRC Champion: [REDACTED]	[REDACTED]
07-Sep-2021	Engine Assembly , Engine Compartment - Engine failure - Hole in Oil Pan	[REDACTED]	(PRTS) PRTS Issue	Closed after Analysis	Root Cause	Suspended	[REDACTED]	[REDACTED]