



January 2011

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Important: You may have already been contacted regarding this safety recall by General Motors. If you have been notified and the service correction has been performed on your vehicle, no further action is required.

If your vehicle has not been serviced for the safety issue described in this letter, DO NOT DRIVE YOUR VEHICLE. Contact your GM dealer immediately for additional information and instructions regarding this recall.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2011 model year Cadillac Escalade, Escalade ESV, Escalade EXT; Chevrolet Avalanche, Colorado, Silverado, Suburban, Tahoe; GMC Canyon, Sierra, Yukon, Yukon XL vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in safety recall 10426.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Your vehicle may have a condition in which the rear axle cross pin was not manufactured to specification. The pin may have been improperly heat treated and could fracture and become displaced within the rear axle. If this were to occur, the driver may hear a banging noise coming from the axle. If the pin shifts out of position, it could create an interference condition and cause the rear axle to lock. The driver may not be able to maintain directional control of the vehicle and a crash could occur without prior warning.

What will we do?

Your GM dealer will install a new rear axle cross pin. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 1 hour.

What should you do?

You should contact your GM dealer immediately to arrange to have your vehicle towed into the dealership. **Do not drive your vehicle to the dealership.**

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Cadillac	1-866-982-2339	1-800-833-2622
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Guam	1-671-648-8450	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jim Moloney
General Director,
Customer and Relationship Services