



Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: Rear Axle Cross Pin Fracture

MODELS: 2011 Cadillac Escalade, Escalade ESV, Escalade EXT
2011 Chevrolet Avalanche, Silverado, Suburban, Tahoe
2011 GMC Sierra, Yukon, Yukon XL

This bulletin is being revised to include additional vehicles. General Motors is attempting to contact customers by phone. Customers are being told to contact their dealer to arrange to have the vehicle towed to the dealership. Please discard all copies of bulletin 10426, issued December 2010.

CONDITION

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, Silverado, Suburban, Tahoe; and GMC Sierra, Yukon, and Yukon XL vehicles. Some of these vehicles have a condition in which the rear axle cross pin was not manufactured to specification. The pin was 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.

CORRECTION

Dealers are to install a new rear axle cross pin.

VEHICLES INVOLVED

Involved are **certain** 2011 model year Cadillac Escalade, Escalade ESV, Escalade EXT; Chevrolet Avalanche, Silverado, Suburban, Tahoe; and GMC Sierra, Yukon, and Yukon XL vehicles.

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Required Field Actions section in the Global Warranty system. Not all vehicles may be involved.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

PARTS INFORMATION

Parts required to complete this recall are to be obtained from the sources below.

Part Number	Description	Quantity/Vehicle
89021677 - US* 89021678 - CN*	Lubricant, Gr Synthetic, SAE 75W-90	2
WPC KIT #584**	Rear Axle Kit	1
To Be Obtained Locally	Black Spray Paint	As Needed

* Rear axle fluid is to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

** The rear axle kit will be preshipped to involved dealers by the Warranty Parts Center (WPC), via UPS Two-Day Delivery. Shipping will begin on Monday, December 20, 2010 to all US and Canadian dealers.

SERVICE PROCEDURE

1. Lift and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



2. Shift the transmission into "N" Neutral.



3. FOR SUV ONLY: Remove the LH track bar attachment bolt using a 21 mm socket.



4. FOR SUV ONLY: Remove with a screwdriver the emergency brake cable clip from the track bar.



5. FOR SUV ONLY: Raise the track bar, hanging it with a hook to the frame.



- 6. Take the cover pan bolts off using a ratchet with a 13 mm socket. Hold the cover pan with your hand to drain the oil in a container. Dispose of the bolts.



- 7. When most of the oil is drained, remove cover pan and gasket. Store the cover pan and gasket in a secure area.



- 8. While holding one wheel, turn the other wheel until the lock screw is visible.



- 9. Remove the lock screw with a ratchet with a 5/16" hexagonal socket while holding the cross pin with a magnet. Dispose of the lock screw.



- 10. Remove the cross pin by pulling it with the magnet. Discard the cross pin.



- 11. Using a magnet, insert a new certified cross pin without moving the case position, aligning the cross pin hole with the lock screw hole.



12. Replace the lock screw with a new one and tighten by hand until it stops. Apply a static torque of 35 Nm (26 lb-ft) with a pre-set clicker wrench. Certify the torque applying a slash through the lock screw head and the differential case.
13. Visually inspect the gasket for damage and replace if necessary.
14. Position gasket and cover pan ensuring proper alignment making sure not to damage the gasket.



Note: Replace 9 out of the 10 cover pan bolts. Reuse cover pan bolt attached to the bracket. Apply Loctite 242 or equivalent to the threads of the cover pan bolt attached to the bracket.

15. Hand start new cover pan bolts to avoid cross threading and apply a static torque of 40 Nm (30 lb-ft) with a pre-set clicker wrench. Make sure the 10 & 12 o'clock clips are in the right position (10 o'clock clip only for SUV vehicles). Apply certification marks on the bolt by putting a slash through the bolt head and the cover pan.



16. Remove the fill plug using a ratchet with a 3/8" extension and a 1/2" square head.



17. Fill the axle with 2 liters (2.1 quarts) of new oil. Verify the fluid level after filling the oil to be less than 2 cm (0.79 in) below the fill hole.



18. Reinstall the original fill plug, hand start it and apply a static torque of 35 Nm (26 lb-ft) with a pre-set clicker wrench. Certify, applying a slash through the fill plug and the cover pan.



19. Clean the axle surface from oil residuals using a multipurpose solvent and clean towel. Spray black paint over the bolt heads and fill plug.



20. FOR SUV ONLY: Unhook the track bar from the frame making sure to remove the hook from the vehicle. By applying a lateral push on the wheel, align the track bar hole to the axle. Hand start the track bar bolt and apply a static torque of 105 Nm (77 lb-ft) with a pre-set clicker wrench.



21. Visually inspect the axle for leaks.
22. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

Labor Code	Description	Labor Time	Net Item
V2369	Install New Rear Axle Cross Pin	1.0	*

* The amount identified in “Net Item” should represent the actual sum total of the black spray paint needed to perform the required repairs, not to exceed \$0.50 USD/CAD.

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this recall on their vehicle

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act.

DEALER RECALL RESPONSIBILITY – For US and Export (US States, Territories, and Possessions)

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

DEALER RECALL RESPONSIBILITY – All

Dealers are to arrange to have involved vehicles that are in customer possession towed to the dealership. All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repared per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

