

GM CUSTOMER CARE AND AFTERSALES
DCS2535
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 7, 2011

Subject: 10426D - Safety Recall
Rear Axle Cross Pin Fracture
Service Procedure Revised

Models: 2011 Cadillac Escalade, Escalade ESV, Escalade EXT;
Chevrolet Avalanche, Colorado, Silverado, Suburban,
Tahoe; GMC Canyon, Sierra, Yukon, Yukon XL

To: All Cadillac, Chevrolet, and GMC Dealers

Attention: General Manager, Service Manager, Parts Manager,
New Vehicle Sales Manager and Warranty Administrator

Please be advised that the inspection procedure used to determine if a rear axle cross pin needs to be replaced has been revised. Step #9 of the Service Procedure now states:

Note: If BOTH lines are not clearly visible on the cross pin, the cross pin MUST be replaced.

Please make sure all involved dealership personnel are aware of this change. A copy of the revised bulletin is attached for your immediate reference. Please discard all copies of Recall Bulletin 10426C which was released yesterday.

Dealers are not to demonstrate, dealer trade, or deliver vehicles until the recall repair has been performed. If an involved vehicle has been delivered, the dealer should arrange for the vehicle to be towed to the dealership and provide the customer with courtesy transportation.

The GM Warranty Parts Center will continue shipping repair kits until a sufficient quantity is in place at each dealership to repair 100% of their assigned vehicles. Note that the kits are being sent only to involved dealers. For vehicles that have been dealer traded, additional kits can be ordered from the WPC by faxing a request to 248-371-9005.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES

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