



Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: Rear Axle Cross Pin Fracture

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

This bulletin is being revised to expand the population involved, including the Chevrolet Express and GMC Savana. Please discard all copies of bulletin 10426E, issued January 2011.

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, Colorado, Express, Silverado, Suburban, Tahoe; and GMC Canyon, Savana, 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 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.

CORRECTION

Dealers are to inspect and, if necessary, install a new rear axle cross pin.

VEHICLES INVOLVED

Involved are **certain** 2011 model year Cadillac Escalade, Escalade ESV, Escalade EXT; Chevrolet Avalanche, Colorado, Express, Silverado, Suburban, Tahoe; and GMC Canyon, Savana, 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 within the above breakpoints 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

The 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.

Parts required to complete this recall are 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 kit is not eligible for RIM.

Part Number	Description	Quantity/Vehicle
89021677 - US 89021678 – CN	Lubricant, Gr Synthetic, SAE 75W-90	2.1 Quarts (2 Litres)
19258695 (originally shipped as WPC KIT #584)	Rear Axle Kit	1
To Be Obtained Locally	Black Spray Paint	As Needed

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. Retain the cover pan 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. Determine if the rear axle cross pin must be replaced.



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

- If the head of the rear axle cross pin has orange and black paint marks or blue and black paint marks, do NOT replace the cross pin. Refer to illustration. Proceed to Step 14.
- If the head of the rear axle cross pin does NOT have a clearly visible orange and black paint mark, or a blue and black paint mark, (**BOTH** lines **MUST** be clearly visible), **REPLACE** the rear axle cross pin. Refer to illustration. Proceed to Step 10.



- 10. 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.



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



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



13. 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.
14. Visually inspect the gasket for damage and replace if necessary.
15. Position gasket and cover pan ensuring proper alignment making sure not to damage the gasket.



Note: Reuse cover pan bolts. Ensure that the bolts have been cleaned before they are installed. Apply Loctite 272 or equivalent to the threads of the cover pan bolts.

16. 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.



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



18. Fill the axle with 2 litres (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.



19. 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.



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



21. 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.



22. Visually inspect the axle for leaks.
23. 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.

Note: The GM Warranty Parts Center has shipped at no charge, a sufficient quantity of Rear Axle Kits (WPC KIT #584) to each involved dealer to repair most of their assigned vehicles. Do NOT submit for parts allowance on these kits. Only if additional kits were required and were obtained through GMCC&A can a parts allowance be submitted.

Labor Code	Description	Labor Time	Net Item
V2376	Inspection –No Further Action Required	0.9	*
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. For US dealers only, for the additional .1 quart of lubricant required for this repair, submit cost under Net Item, not to exceed \$2.00, plus applicable Mark Up.

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/repaired 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.



Dear General Motors Customer:

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

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, Express, Silverado, Suburban, Tahoe; GMC Canyon, Savana, 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.

I M P O R T A N T

- 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 inspect and, if necessary, 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