



Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: Steering Gear Pitman Shaft Fracture - Inspect Steering Gear

MODELS: 2012 Chevrolet Express, Suburban
2012 GMC Savana, Yukon XL
Heavy Duty Vehicles

CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2012 model year Chevrolet Express and Suburban heavy duty vehicles, and GMC Savana and Yukon XL heavy duty vehicles. The steering gear pitman shaft may not have been properly hardened and could fracture. If a fracture occurs and progresses completely through the shaft, it could result in the loss of steering. If this happens while the vehicle is moving, a crash could occur.

CORRECTION

Dealers are to inspect the steering gear and, if necessary, replace the steering gear pitman shaft.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

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.

PART INFORMATION

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.

Part Number	Description	Quantity/Vehicle
15813692	SHAFT KIT, S/GR PIT (W/GR)	1 (If Req'd)
89021185 - US 89021186 - CN	FLUID, P/S	As Needed (Submit Net Item)

SERVICE PROCEDURE

Note: A step-by-step video of the service procedure below is available for review. It is strongly recommended that technicians watch this video prior to performing the required repair.

U.S. Dealers: To access the video, log onto gmtraining.com; select the "Resources" menu; scroll down and select "Training Materials". Select "Steering Gear Pitman Shaft Replacement". You will then be prompted to either open or save the video file. If you choose "Open", the video will play from the website. Due to the size of the file, there will be a delay before the video begins to play. If you choose "Save", the video will be saved to your computer in a location that you choose. The video can then be launched locally by double-clicking on it. This video will be available for viewing until December 31, 2012.

Canadian Dealers: The video is available in GlobalConnect under the Warranty Administration page under the sub section of Field Actions/Recalls. The file can be opened by selecting the link or downloaded by right clicking over the link and then selecting "Save Target As".

Note: Do NOT replace the steering gear. Perform the service procedure in this bulletin. If the steering gear is replaced, the production steering gear must be returned to the Warranty Parts Center (WPC) for review. Hold the steering gear until the WPC request is received.

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
2. Locate the steering gear.



Digits 4-8 of the TNG number signify day and year of the build. The digits in the 4-8 position in the illustration are 0382, which means the steering gear was built on the 38th day in 2012. This steering gear would require replacement of the steering gear pitman shaft and housing.

Note: A flashlight and mirror may be required to view the digits on the TNG label.

3. Determine the build date of the steering gear by reading the TNG number on the label. Refer to illustration. Refer to the table below to determine if the steering gear pitman shaft must be replaced.

Steering Gear Date Code	Action Required
January 19, 2012 or earlier	Proceed to Step 7
January 20, 2012 through February 22, 2012 (0202 through 0532)	Proceed to Step 4
February 23, 2012 or later	Proceed to Step 7

4. Remove the steering gear and replace the steering gear pitman shaft and housing cover. Refer to *Steering Gear Pitman Shaft Replacement* in SI.
5. Road test the vehicle. Drive the vehicle on the highway for ten minutes to determine steering effort and steering wheel return-to-center characteristics. If steering effort or steering return-to-center is poor, verify power steering fluid level, steering gear pitman shaft over-center preload and wheel angle and toe alignment.
6. Check power steering fluid level. Add fluid if required.
7. Record the TNG number on the repair order.

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
V2562*	Inspection Only - No Further Action Required	0.2	N/A
V2563*	Replace Steering Gear Pitman Shaft & Housing Cover (inc. inspection & steering wheel angle and/or front toe adjustment) (enter TNG number in	2.5	**

* Enter the TNG number (recorded in Step 7) in the "Correction Description" field when submitting transaction.

** The amount identified in "Net Item" should represent the actual sum total of the current GMCC&A Dealer net price for actual amount of power steering fluid needed to perform the required repairs, plus applicable Mark-Up or Landed Cost (for Export).

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

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. For owners outside these areas, dealers should notify customers using the attached sample letter.

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

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.



April 2012

Dear General Motors Customer:

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

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2012 model year Chevrolet Express and Suburban heavy duty vehicles, and GMC Savana and Yukon XL heavy duty 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 12055.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The steering gear pitman shaft on your vehicle may not have been properly hardened and could fracture. If a fracture occurs and progresses completely through the shaft, it could result in the loss of steering. If this happens while the vehicle is moving, a crash could occur.

What will we do?

Your GM dealer will inspect the steering gear and, if necessary, replace the steering gear pitman shaft. 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 inspection time of approximately 15 minutes. If the steering gear pitman shaft requires replacement, an additional 1 hour and 55 minutes will be required.

If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner Manual and your dealer for details on courtesy transportation.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

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)
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Guam	65-6267-1752	
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>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 12V112.

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

GM Recall #12055