



Program Bulletin



CUSTOMER SATISFACTION PROGRAM

SUBJECT: Pinion Nut Improperly Fastened

MODELS: 2014 Chevrolet Silverado 1500
2014 GMC Sierra 1500
Equipped with 3.73 Rear Axle Ratio (GT4) and Locking Rear Differential (G80)

Vehicles involved in this program were placed on stop delivery November 27, 2013. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

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THIS PROGRAM IS IN EFFECT UNTIL DECEMBER 31, 2015.
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CONDITION

Certain 2014 model year Chevrolet Silverado and GMC Sierra 1500 vehicles, equipped with a 3.73 rear axle ratio (GT4) and locking rear differential (G80), may have a rear axle pinion nut that is improperly fastened. This could cause a gear whine, clicking, grinding, or a moan noise from the rear axle.

CORRECTION

Dealers are to refasten the pinion nut.

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 program 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 program.

PART INFORMATION

Parts required to complete this program 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
23107857*	RETAINER, FRT PROP SHF	2 (if req'd)
92230391**	NUT, DIFF DRV P/GR	1 (if req'd)

* Retainer required only when the propeller shaft is removed. Do NOT order this part unless the propeller shaft has been removed.

** Order a new pinion nut if it is damaged during the staking procedure.

SERVICE PROCEDURE

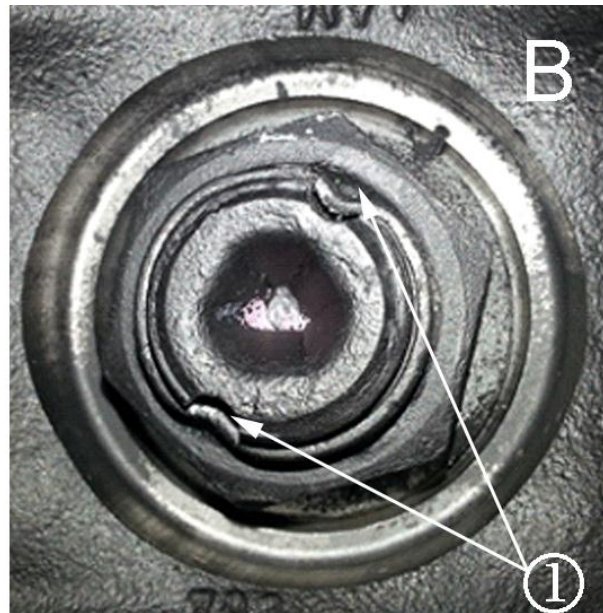
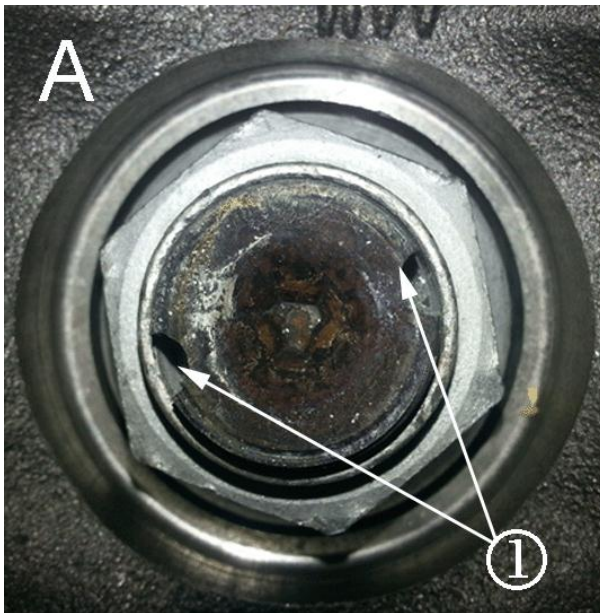
Note: The purpose of this program is to manually stake the drive pinion nut; however, if a customer comments about rear axle noise, root cause the condition using diagnostic and repair information in SI. Submit a claim under warranty, if applicable, for diagnostic and repair time.

1. Place transmission gear selector in 'N' neutral.
2. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
3. Determine if there is access to manually stake the two sides of the drive pinion nut lip to the corresponding grooves in the drive pinion gear without disconnecting the propeller shaft from the axle flange. A hammer and punch are required to manually stake the two sides of the drive pinion nut lip to the corresponding grooves in the drive pinion gear.
 - If there is access to manually stake the two sides of the drive pinion nut lip to the corresponding grooves in the drive pinion gear WITHOUT disconnecting the propeller shaft from the axle flange, proceed to step 4.
 - If there is NOT access to manually stake the two sides of the drive pinion nut lip to the corresponding grooves in the drive pinion gear, reference mark the rear propeller shaft to the rear axle pinion yoke BEFORE disconnecting the propeller shaft from the axle flange. Secure the end of the propeller shaft with a strap after disconnecting the propeller shaft from the axle flange. Proceed to step 4.



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Note: A 5 mm (0.197 in) wide punch with a 1.8 mm (0.070 in) radius end must be used to complete step 4. Modify a 5 mm (0.197 in) wide punch to include a 1.8 mm (0.070 in) radius end.



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(A) No Staking (B) Acceptable Staking

Caution: Take care to not split the pinion nut lip. Splitting the pinion nut lip may affect pinion nut torque retention. Replace the pinion nut if the lip is split.

- Determine if the drive pinion nut lip (1) has been manually staked to the corresponding grooves in the drive pinion gear.
 - If the drive pinion nut lip (1) has NOT been staked, use a hammer and 5 mm (0.197 in) wide punch with a 1.8 mm (0.070 in) radius end to manually stake the two sides of the drive pinion nut lip (1) to the corresponding grooves in the drive pinion gear.
 - If the drive pinion nut lip (1) has been staked, use the punch to further stake the pinion nut into the two grooves.

5. After staking the pinion nut lip to the corresponding grooves in the drive pinion gear, proceed to step 6 if the propeller shaft was NOT disconnected from the axle flange and step 7 if the propeller shaft was disconnected from the axle flange.
6. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

Caution: New propeller shaft straps are required if the propeller shaft was removed. The propeller strap bolts may be reused. Tighten bolts to 25 Nm (18 lb-ft). Refer to the rear propeller shaft-to- rear axle pinion yoke reference marks when installing the propeller shaft.

7. Unstrap the rear propeller shaft and install the propeller shaft. Refer to the appropriate propeller shaft replacement procedure in SI.

FLOOR PLAN REIMBURSEMENT

Dealers in possession of vehicles included in the Stop Delivery are eligible for reimbursement of floor plan expense upon completion of this program. This reimbursement is limited to the number of days from the Stop Delivery message to receipt of the program parts and/or repair procedures. Floor plan reimbursement beyond these dates is not allowed. The amount of reimbursement should be charged as a net amount expense using the program labor operation provided.

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. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time	Net Item
9100291	Stake Pinion Nut	0.4	N/A
9100292	Modify Punch Service Tool (one-time charge per dealership)	0.2	*
9100293	Floor Plan Reimbursement	N/A	**

* The amount identified in "Net Item" should represent the actual cost for the 5mm punch needed to perform the required repairs, not to exceed \$10.00.

** The amount identified in "Net Item" should represent the product of the vehicle's average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (November 27, 2013) to the date the repair is completed and the vehicle is ready for sale (not to exceed 15 days):

Vehicle	US Reimbursement Amount	Canadian Reimbursement Amount
Chevrolet Silverado	\$5.66	\$6.71
GMC Sierra	\$5.94	\$6.71

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this program 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 PROGRAM RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repared per the service procedure of this program bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through December 31, 2015.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle 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. Program 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 program enters your vehicle inventory, or is in your facility for service through December 31, 2015, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



Dear General Motors Customer:

We have learned that your 2014 model year Chevrolet Silverado or GMC Sierra vehicle, equipped with a 3.73 rear axle ratio and locking rear differential, may have a rear axle pinion nut that is improperly fastened. This could cause a gear whine, clicking, grinding, or a moan noise from the rear axle.

Your satisfaction with your vehicle is very important to us, so we are announcing a program to correct this condition.

What We Will Do: Your GM dealer will refasten the pinion nut. This service will be performed for you at **no charge until December 31, 2015**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair.

If you have any 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	

Courtesy Transportation: 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.

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Jim Moloney
General Director,
Customer and Relationship Services

GM CUSTOMER CARE AND AFTERSALES
DCS3108
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 6, 2013

Subject: 13430 - Customer Satisfaction Program - Pinion Nut Improperly Fastened
Release from Stop Delivery Upon Completion of Service Procedure

Models: 2014 Chevrolet Silverado and GMC Sierra 1500 Vehicles
Equipped with 3.73 Rear Axle Ratio (GT4) and Locking Rear
Differential (G80)

To: All Chevrolet and GMC Dealers

Attention: Dealer, Dealer Principal, General Manager, General Sales Manager, Service
Advisor, Service Manager, Parts and Service Director, Parts Manager,
New Vehicle Sales Manager, and Warranty Administrator

General Motors is announcing Customer Satisfaction Program 13430 today. The total number of U.S. vehicles involved is approximately 1,000. Please see the attached bulletin for details.

Vehicles involved in this program were placed on stop delivery November 27, 2013. Once the service procedure contained in the bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Some vehicles that were on the original stop delivery list were held and repaired at the plant. These vehicles no longer require repair and will not appear on the attached VIN list or in IVH. Prior to performing this program on a vehicle, confirm the vehicle eligibility in IVH.

Customer Letter Mailing

The customer letter mailing will begin in early January 2014.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated December 10, 2013. A list of involved vehicles in dealer inventory is attached to this message.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available early January 2014.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES