



Program Bulletin



CUSTOMER SATISFACTION PROGRAM

SUBJECT: Propshaft Bolt Inspection

MODELS: 2011 Chevrolet Express
2011 GMC Savana

This program is being extended until March 31, 2014. Please discard all copies of bulletin 11243.

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THIS PROGRAM IS IN EFFECT UNTIL MARCH 31, 2014.
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CONDITION

On **certain** 2011 model year Chevrolet Express and GMC Savana vehicles, two of the four bolts that attach the propshaft to the rear axle may not be fastened to the proper specification and may begin to loosen. This would result in an unusual noise and/or vibration. If the bolts continue to loosen and the propshaft separates from the rear axle, the power to the wheels will no longer be delivered. The engine will continue to run and power braking and steering will not be affected.

CORRECTION

Dealers are to inspect the propshaft bolts to ensure they are properly fastened.

VEHICLES INVOLVED

Involved are **certain** 2011 model year Chevrolet Express and GMC Savana vehicles.

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Required Field Actions section in the Global Warranty Management 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 dealers through the GM GlobalConnect Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

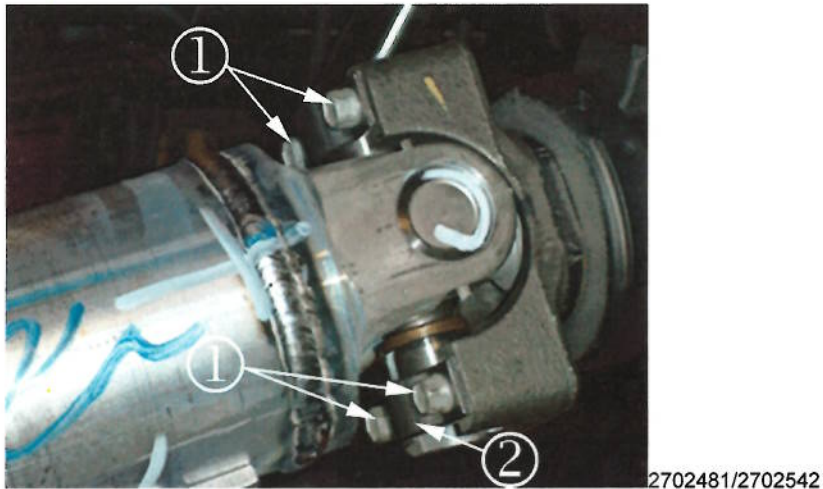
The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you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

PART INFORMATION

No parts are required for this program.

SERVICE PROCEDURE

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



2. Determine if the rear propeller shaft retaining bolts (1) are secure and tightened to 25 Nm (18 lb-ft).
 - If the retaining bolts (1) are secure and tightened to 25 Nm (18 lb-ft), proceed to Step 3.
 - If the retaining bolts (1) are not secure and tightened to 25 Nm (18 lb-ft), tighten the retaining bolts to 25 Nm (18 lb-ft) using a torque wrench and then proceed to Step 3.
3. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

COURTESY TRANSPORTATION

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
V2469	Inspect and/or Tighten Propshaft Retaining Bolts	0.3

CUSTOMER NOTIFICATION

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

DEALER PROGRAM RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repaired 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 March 31, 2014.

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 March 31, 2014, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



September 2011

Dear General Motors Customer:

We have learned that on your 2011 model year Chevrolet Express or GMC Savana, two of the four bolts that attach the propshaft to the rear axle may not be fastened to the proper specification and may begin to loosen. This would result in an unusual noise and/or vibration. If the bolts continue to loosen and the propshaft separates from the rear axle, the power to the wheels will no longer be delivered. The engine will continue to run and power braking and steering will not be affected.

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

What We Will Do: Your GM dealer will inspect the propshaft bolts to ensure that they are properly fastened. This service will be performed for you at **no charge until March 31, 2014**. 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
DCS3051
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 25, 2013

Subject: 11243A – Customer Satisfaction Program
Propshaft Bolt Inspection
Expiration Date Extended to March 31, 2014

Models: 2011 Chevrolet Express and GMC Savana

To: All Chevrolet and GMC Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, Used Vehicle Sales Manager,
and Warranty Administrator

The expiration date for this Customer Satisfaction Program has been extended until March 31, 2014. Please discard all copies of bulletin 11243.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES