

May 2012

Dear General Motors Customer:

We have learned that your 2011 or 2012 model year Chevrolet Express, Silverado, Suburban, or GMC Savana, Sierra, Yukon XL vehicle, equipped with a 10.5 inch rear axle, may have a condition in which the rear axle right-hand side bearing adjuster clip and bolt may come loose within the rear axle. If this occurs, a grinding noise and a vehicle vibration would be noticeable when the vehicle is in motion. If the adjuster or bolt punctures the differential cover pan, a fluid leak could develop. If enough fluid were to leak out, you may hear increasing noise, additional vehicle vibration, and smell burnt axle lubricant. If these warnings are ignored and the vehicle continues to be driven, a slow loss of vehicle motion could occur.

Your satisfaction with your GM vehicle is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will inspect and, if necessary, repair the rear axle. This service will be performed for you at **no charge until April 30, 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. By scheduling an appointment, your dealer can ensure that any necessary parts will be available on your scheduled appointment date.

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