

June 2015

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

We have learned that your 2015 model year Cadillac Escalade or Cadillac Escalade ESV; Chevrolet Silverado LD Crew or Double Cab; GMC Sierra LD Crew or Double Cab, Yukon or Yukon XL model vehicle equipped with a 6.2L engine and 8-speed automatic transmission may have a condition in which the u-joint retainer bolts lose index. If this condition occurs, you may hear or feel a “clunking” noise when changing speed. If this condition is not corrected, reduced clamp load may cause the propshaft to move relative to the axle yoke and you may feel a vibration. If one or more bolts back out completely, the propshaft may separate from the axle resulting in a loss of drive and potential damage to the underside of the vehicle.

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 replace two u-joint retainers and four u-joint retainer bolts with new bolts that include an adhesive patch. This service will be performed for you at **no charge until May 31, 2017**. 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 the 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)
Cadillac	1-800-458-8006	1-800-833-2622
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	

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.

Alicia S. Boler-Davis  
Sr. Vice President  
Global Connected Customer Experience