

**SB-10058787-8039**Bulletin No.: 15216  
Date: May 2015

# Program Bulletin

## CUSTOMER SATISFACTION PROGRAM

**SUBJECT:** Propshaft U-joint Retainer Bolts Loss of Index**MODELS:** 2015 Cadillac Escalade, Escalade ESV  
2015 Chevrolet Silverado LD Crew and Double Cab  
2015 GMC Sierra LD Crew and Double Cab, Yukon, Yukon XL  
Equipped with 6.2L Engine (RPO L86) and 8-speed Automatic Transmission (RPO M5U)

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THIS PROGRAM IS IN EFFECT UNTIL MAY 31, 2017.  
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### CONDITION

**Certain** 2015 model year Cadillac Escalade and Escalade ESV; Chevrolet Silverado LD Crew and Double Cab; and GMC Sierra LD Crew, Sierra LD Crew Double Cab, Yukon, and Yukon XL model vehicles that are equipped with a 6.2L engine (RPO L86) and 8-speed automatic transmission (RPO M5U) may have a condition in which the u-joint retainer bolts lose index. If this condition occurs, the customer 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 the customer 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.

### CORRECTION

Dealers are to replace two u-joint retainers and four u-joint retainer bolts with new bolts that include an adhesive patch.

### 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

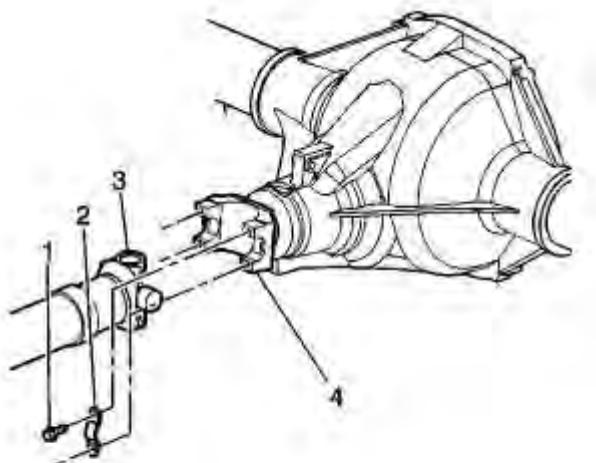
Parts required to complete this program are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Please refer to your “involved vehicles listing” before ordering parts. This part will be on Order Writing control initially and all DRO’s (Daily Replenishment Orders) will cancel. Dealers can place orders CSO (Customer Special Order). In emergency situations, a dealer should place a SPAC case and the orders will be processed in the order received.

Part Number	Description	Quantity/Vehicle
23107857	Retainer	2
11548472	Bolt	4

### SERVICE PROCEDURE

**Note:** Dealers are to replace two u-joint retainers and four u-joint retainer bolts with new bolts. The new bolts include an adhesive patch for improved retention.

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



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2. Remove the two u-joint retainers (2) and four u-joint retainer bolts (1). Refer to *Propeller Shaft Replacement* in SI.
3. Discard the two u-joint retainers (2) and four u-joint retainer bolts (1).
4. Install two new u-joint retainers (2) and four u-joint retainer bolts (1). Refer to *Propeller Shaft Replacement* in SI. Tighten bolts to **25 Nm (18 lb ft)**.
5. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

### 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
9101504	Propeller Shaft Retainer and Bolt Replacement	0.4

#### 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/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 May 31, 2017.

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 May 31, 2017, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



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