

Service Update

16065 Potential Cracked RDM Gear



Reference Number: N16206895

Release Date: November 2016

Revision: 00

Attention: Vehicles involved in this field action were placed on stop delivery October 10, 2016. 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.

This service update involves vehicles in dealer inventory only and will expire November 30, 2017.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Equinox	2017	2017	EPM	All Wheel Drive
GMC	Terrain	2017	2017	EPM	All Wheel Drive

This service update should be performed on vehicles in dealer inventory only. Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Certain 2017 model year Chevrolet Equinox and GMC Terrain vehicles may have been assembled with a suspect gear set in the rear differential module (RDM). Specifically, the back face of the pinion gear in the RDM may have been cracked during the manufacturing process. If a crack propagates and a gear tooth fractures, it could wedge into the ring and pinion gear mesh interface and cause the rear wheels to lock up with the potential for loss of control of the vehicle.
Correction	Dealers are to replace the rear differential module.

Parts

Quantity	Part Name	Part No.
1	Housing Assembly, Rear Wheel Drive Differential Carrier	42540531
2	Nut, Rear Wheel Drive Shaft	10289657
2	Boot Kit, Rear Wheel Drive Shaft	25908508

Important: An initial supply of all parts from the 42540531, HOUSING ASM, 25908508, BOOT KIT-RR and 10289657, NUT required to complete this recall will be pre-shipped to all impacted dealers of record. This pre-shipment is scheduled to begin and conclude the week of November 21, 2016. Pre-shipped parts will be charged to dealer's open parts account. All orders placed prior to the pre-ship will be cancelled. A quantity limiter may be in effect.

Important: Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102278	Differential Replacement	3.3	ZFAT	N/A
9102679	Floor Plan Reimbursement	N/A	ZFAT	*

* Vehicles eligible for floor plan reimbursement are to submit the amount in "Net Item" and 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 (October 10, 2016) to the date the repair is completed and the vehicle is ready for sale (not to exceed 43 days):

Vehicle	Reimbursement Amount	
	USA	Canada
2017 Chevrolet Equinox	\$3.62	\$4.93
2017 GMC Terrain	\$3.95	\$5.26

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Service Procedure

Note: Use a paint pen to mark the position of any suspension alignment components before removal. When reinstalling the knuckles, use these marks to position the components. This procedure does not pay to realign the vehicle suspension.

1. Remove the rear wheel drive differential. Refer to *Differential Replacement* in SI.
2. Transfer the rear wheel drive module clutch housing. Refer to *Rear Wheel Drive Module Clutch Housing Replacement* in SI.

Note: The differential clutch control module does not require reprogramming.

3. Transfer the rear differential clutch control module. Refer to *Rear Differential Clutch Control Module Replacement* in SI.
4. Install the new rear wheel drive differential. Refer to *Differential Replacement* in SI.

Dealer Responsibility

Dealers must take the steps necessary to ensure that the service update correction has been made to all involved vehicles in dealer inventory before selling or dealer-trading the vehicle, but no later than November 30, 2017.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.



GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4261
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 17, 2016

Subject: 16065 - Service Update
Potential Cracked RDM Gear

Models: 2017 Chevrolet Equinox
2017 GMC Terrain
Equipped with All Wheel Drive (RPO EPM)

To: All General Motors Dealers

General Motors is releasing Service Update 16065 today. The total number of U.S. vehicles involved is 50. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery October 10, 2016. 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.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated November 17, 2016. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE
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