



Service Bulletin

PRELIMINARY INFORMATION

Subject: White, Milky or Cloudy Appearance of Front Differential Fluid

Models: 2012-2018 Cadillac Escalade Models
2012-2013 Chevrolet Avalanche
2012-2018 Chevrolet Silverado, Suburban, Tahoe
2012-2018 GMC Sierra, Yukon Models
Equipped with All-Wheel Drive (AWD) or Four Wheel Drive (4WD)

Attention: This PI also applies to any of the above models that may be Export from North America vehicles.

This PI has been revised to add 2016-2018 Model Years to select vehicles. Please discard PI0020D.

Condition/Concern

The front differential fluid may appear milky white to slightly off-white giving the appearance of water contamination.

This condition may be noticed during new vehicle Pre-Delivery Inspection (PDI), or on low mileage vehicles with less than 16,000♦km (10,000♦mi). Patterning white rouge is used to check gear tooth alignment and contact surface at the axle supplier. This marking material may stain differential fluid white and could be mistaken for moisture contamination.

Recommendations/Instructions

This is a normal condition and does not indicate any need for service. Do not change the fluid for this condition.

Important: Do not change the front differential fluid for this condition.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from information.



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