

Customer Satisfaction Program

18198 - Rear Axle Shaft C-Clips Missing



Reference Number: N18215893

Release Date: June 2018
Revision: 00

Attention: This program is in effect until July 31, 2020.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Colorado	2015	2018		
GMC	Canyon	2015	2018		

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 2015 to 2018 model year Chevrolet Colorado and GMC Canyon vehicles may have the c-clip missing from the rear axle shaft. If the c-clip is missing, a brake squeal noise may be heard coming from the rear of the vehicle, and brake pulsation or vibration may be felt. Vehicles may experience accelerated brake pad and rotor wear.
Correction	Inspect for rear axle shaft c-clip presence, install c-clip if necessary.

Parts

Quantity	Part Name	Part No.
2 (As Req.)	Rear Axle Shaft Lock (C-Clip) LCV	23490367
2 (As Req.)	Rear Axle Shaft Lock (C-Clip) 220mm non-ZR2/Zr2 rear axle LFX, LWN, LGZ	23490368
11	Rear Axle Cover Bolt (Non ZR2)	11546720
1	Rear Axle Cover Stud (Non ZR2)	11549349
8	Rear Axle Cover Bolt (ZR2)	11546720
4	Rear Axle Cover Stud (ZR2)	11549349
2	Gear Fluid (75W-90 GL-5)	19352759
2	Gear Fluid (75W-90 GL-5) (Canada only)	19352760

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which parts to order in the event of damaged parts from the lack of a C-Clip.

It is estimated that only 500 involved vehicles will require parts replaced. Due to the small number of vehicles anticipated that will need this fix and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103913	Inspect Only – No Further Action Required	1.1	ZFAT	N/A
9103914	Install one C-Clip (Includes Inspection) Add: Install C-Clip to 2 nd side	1.9 0.5	ZFAT	N/A
9103926	Customer Reimbursement Approved -For USA and Canada dealers only	N/A	ZFAT	*
9103927	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**

* For USA and Canada: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

** Submit \$10.00 administrative allowance in Net/Admin Allowance.

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Service Procedure



1. Remove both rear brake rotors. Refer to *Rear Brake Rotor Replacement* in SI. Hang the brake caliper from the leaf spring as shown to avoid damage to the brake line.



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2. Pull on the axle shaft firmly to see if the axle shaft comes out.
 - If the rear axle shaft does not come out on either side, no further action is required. Reassemble the vehicle.
 - If the rear axle shaft can be removed on one or both sides, proceed to step 3.
3. Replace the C-Clip for the axle shaft or shafts that were found to be loose. Refer to *Rear Axle Shaft Replacement* in SI.
 - Inspect the brake components for the axle shaft in question (caliper, caliper bracket, rotor, pads) for potential damage caused by the lack of a C-Clip to hold the axle in place. If any damaged components are found, replace them as necessary.

Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program must be held and inspected/repaired 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.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through July 31, 2020. 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 July 31, 2020 you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

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Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. 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.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by July 31, 2019. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**

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July 2018

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2015-2018 model year Chevrolet Colorado or GMC Canyon vehicles may have the c-clip missing from the rear axle shaft. If the c-clip is missing, a brake squeal noise may be heard coming from the rear of the vehicle, and brake pulsation or vibration may be felt. Vehicles may experience accelerated brake pad and rotor wear.

Your satisfaction with your 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 the rear axle shaft and install a c-clip if necessary. This service will be performed for you at **no charge until July 31, 2020**. 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.

Reimbursement: Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by July 31, 2019, unless state law specifies a longer reimbursement period.

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	1-800-889-2438
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.

Neelie O'Connor
Executive Director
North America Contact Center Operations

Enclosure
18198

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4793
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 26, 2018

Subject: 18198 - Customer Satisfaction Program
Rear Axle Shaft C-Clips Missing

Models: 2015-2018 Chevrolet Colorado
2015-2018 GMC Canyon

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 18198 today. The total number of U.S. vehicles involved is approximately 505. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on July 11, 2018.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated June 26, 2018. A list of involved vehicles is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS