

Customer Satisfaction Program

18309 Low Bolt Torque at Prop Shaft to Front Differential



Reference Number: N182187900

Release Date: October 2018

Revision: 00

Attention: 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 program is in effect until October 31, 2020.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado	2019	2019		
GMC	Sierra	2019	2019		

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 2019 model year Chevrolet Silverado and GMC Sierra vehicles may have a condition where the prop shaft bolts may not have been properly torqued to the front differential. Drivers will likely experience a vibration or clunking noise as the bolt(s) loosen when the vehicle is used in 4WD mode. If the vehicle continues to be driven after the vibration or clunking noise occurs, all bolts may eventually fracture.
Correction	Remove front prop shaft bolts, add Loctite, and reinstall.

Parts Information

Quantity	Part Name	Part No.
1*	Threadlocker Adhesive, Red, High-Temp/High Strength	19369733

* Sold in a package qty. of 6.

If unable to procure from GMCC&A parts can be obtained locally from other dealers or aftermarket.

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.

Due to the small number of vehicles involved, (4, identified in the service procedure table below), dealers are encouraged not to order program parts for use as shelf stock.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104137	Remove front prop shaft bolts, add Loctite, and reinstall	0.5	ZFAT	N/A

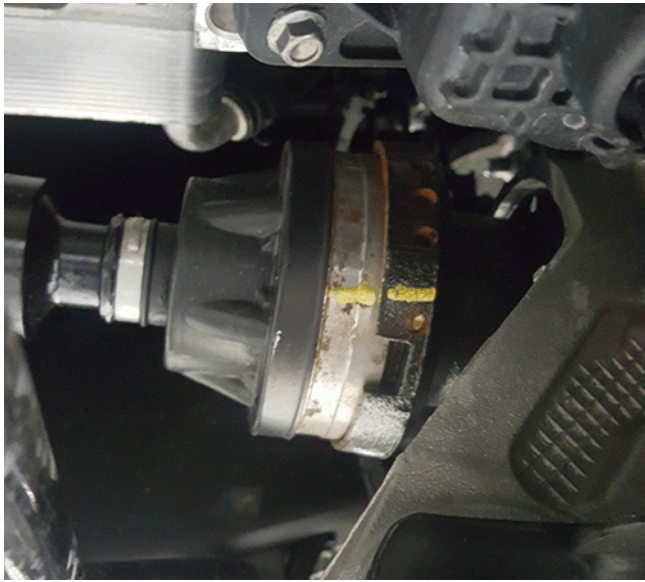
Service Procedure for the following VINS:

1GCUYEED5KZ106817	1GCUYGED0KZ106929	1GCUYGED3KZ106942	1GTU9FEL3KZ106888
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1. Put the vehicle in 4WD.
2. Lift the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

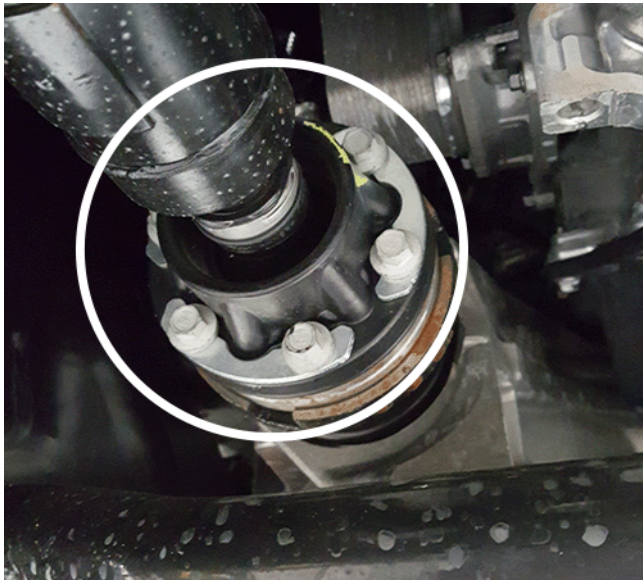
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3. Mark the propeller shaft and front differential flange as shown.



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4. Remove all six bolts that secure the front prop shaft to the front differential.
 - 4.1 Remove all traces of the adhesive patches from the front axle propeller shaft bolts.
 - 4.2 Clean the threads of the bolts with denatured alcohol.

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- 4.3 Apply thread locking adhesive to the front axle propeller shaft bolts as shown.
5. Ensure the mark made in step 3 is still correctly aligned.
6. Reinstall the three washers and six bolts to the front propeller shaft. Tighten in a crisscross pattern to **65N-m (48 lb-ft)**.
7. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
8. Return the 4WD mode selection to the customer's original setting prior to the repair.

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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 October 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 October 31, 2020, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

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

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).



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October 2018

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

Dear General Motors Customer:

We have learned that your 2019 model year Chevrolet Silverado or GMC Sierra may have a condition where the prop shaft bolts may not have been properly torqued to the front differential. Drivers could experience a vibration or clunking noise as the bolt(s) loosen when the vehicle is used in 4WD mode. If the vehicle continues to be driven after the vibration or clunking noise occurs, all bolts may eventually fracture.

Your satisfaction with your Chevrolet Silverado or GMC Sierra 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 remove the front prop shaft bolts, add Loctite, and reinstall the front prop shaft bolts. This service will be performed for you at **no charge until October 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.

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

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GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4867
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 1, 2018

Subject: 18309 Customer Satisfaction Program
Low Bolt Torque at Prop Shaft to Front Differential

Models: 2019 Chevrolet Silverado
2019 GMC Sierra

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 18309 today. The total number of U.S. vehicles involved is approximately 4. Please see the attached bulletin for details.

Customer Letter Mailing

There will be no customer letter mailing as all units appear to still be in dealer stock.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated October 1, 2018. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS