



# Service Bulletin

File in Section: -

Bulletin No.: 18-NA-311

Date: November, 2018

## TECHNICAL

**Subject: Rear Axle Grinding, Howling, Whining Type Noise and/or Vibration Coming From Rear of Vehicle While in All Wheel Drive (AWD) Mode Under Various Driving Conditions**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2019	2019	June 21, 2018	June 22, 2018		
Cadillac	XT5			June 19, 2018	July 16, 2018		
Chevrolet	Traverse			June 20, 2018	July 17, 2018		
GMC	Acadia			June 28, 2018	July 13, 2018		

<b>Involved Region or Country</b>	North America and N.A. Export Regions
<b>Condition</b>	Some customers may comment on one or more of the following concerns while in AWD: <ul style="list-style-type: none"> <li>• Grinding noise</li> <li>• Howling noise</li> <li>• Whining noise</li> <li>• Vibration felt</li> </ul>
<b>Cause</b>	This condition may be caused by oil leaking past the oil seal and filling the torque tube. ⇒ Some rear differential pinions may have a mis-machined chamfer. During differential assembly, the pinion seal may roll and not seat properly to the pinion shaft. When this occurs, oil may leak into the torque tube causing a lack of lubrication for the differential.
<b>Correction</b>	<ol style="list-style-type: none"> <li>1. Inspect vehicle build date: <ul style="list-style-type: none"> <li>• If build date is within the dates noted above, proceed to step 2.</li> <li>• If not, bulletin does not apply, follow normal SI diagnostics.</li> </ul> </li> <li>2. Check fluid level: <ul style="list-style-type: none"> <li>• if fluid level is low but no apparent external leaks, proceed to step 3.</li> <li>• If fluid level is full, follow normal SI Diagnostics.</li> </ul> </li> <li>3. Remove torque tube and inspect for pinion seal oil leak: <ul style="list-style-type: none"> <li>• If present go to step 4</li> <li>• If no leaks are found, continue with normal SI diagnostics.</li> </ul> </li> <li>4. Replace rear axle differential carrier.</li> </ol>

## Service Procedure

Refer to Differential Carrier Assembly Replacement in SI.

## Parts Information

Causal Part	Description	Vehicle	Part Number	Qty
X	CARRIER, DIFF (EXC G99)	Acadia	84462314	1
X	CARRIER, DIFF (W/ G99)	Acadia/XT5	84462315	1
X	CARRIER, DIFF (EXC G99)	Enclave/Traverse	84462316	1
X	CARRIER, DIFF (W/ G99)	Enclave/Traverse	84462317	1

## Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
3031160	Differential Carrier Assembly Replacement	Use the Published Labor Operations Time

Version	1
Modified	Released November 01, 2018

