

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4895
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 2, 2018

Subject: 18335 - Service Update
Front Half Shaft Not Heat Treated (US Only)

Models: 2019 Chevrolet Silverado
2019 GMC Sierra

To: All General Motors Dealers

General Motors is releasing Service Update 18335 today. The total number of U.S. vehicles involved is approximately 12. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated November 2, 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

Service Update

18335 Front Half Shaft Not Heat Treated (US Only)



Reference Number: N182193910

Release Date: November 2018
Revision: 00

Attention: This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

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

The specific (12) 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 front half shaft that missed the induction hardening on the inboard splines. Improperly heat treated front half shafts would have a shorter durability term. In the event a half shaft may fracture, there are expectations that noises would emanate from the front corner suspension region and continued use may cause damage to ancillary components.
Correction	Dealers are to replace both front half shafts, deform removed half shaft and scrap appropriately.

Parts

Quantity	Part Name	Part No.
2	Shaft, Front Wheel Drive Half	84437105
2	Front Wheel Bearing Seal	23390381
1	Chassis Grease – for half shaft splines (if 19416961 is not available, use Mobilgrease XHP222 provided locally)	19416961
1	Threadlocker	19369733
1	Chassis Grease - Tie Rod Boot	12377985
1	Chassis Grease – Outer Tie Rod to Knuckle	12345996

Important: An initial supply of the Shaft (84437105) and Seal (23390381) required to complete this recall will be pre-shipped to 11 involved dealers of record. This pre-shipment is scheduled to begin and conclude the week of November 2, 2018. Pre-shipped parts will be charged to dealer's open parts account. The remaining parts involved for this recall will be on open ordering.

Note: Due to 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
9104191	Front Wheel Drive Half Shaft Replacement – Both Sides	2.4	ZFAT	*

* The amount identified in "Net Item Miscellaneous" should represent the actual sum total of the current GMCC&A Dealer net price for XHP222 Mobilgrease needed to perform the required repairs, not to exceed \$8.00 USD.

Service Procedure

Replace both front wheel drive half shafts. Refer to *Front Wheel Drive Half Shaft Replacement – Left Side* and *Front Wheel Drive Half Shaft Replacement – Right Side* in SI.

Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

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.

Service Update

18335 Front Half Shaft Not Heat Treated



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.

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.



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Voluntary Technician
Certification**