

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5253
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 6, 2019

Subject: N192277930 - Service Update
Prop Shaft Fracture At Yoke-To-Tube Friction Weld

Models: 2020 Chevrolet Silverado
2020 GMC Sierra

To: Select General Motors Dealers

General Motors is releasing Service Update N192277930 today. The total number of U.S. vehicles involved is approximately 9. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated December 6, 2019. 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

Service Update

N192277930 Prop Shaft Fracture At Yoke-To-Tube Friction Weld



Release Date: December 2019

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	2020	2020		
GMC	Sierra	2020	2020		

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 2020 model year Chevrolet Silverado and GMC Sierra vehicles may, after several years of use, fracture at the yoke-to-tube friction weld joint under torsional load. If the prop shaft fractures, the vehicle will experience a loss of propulsion without warning. The customer may notice a loud bang upon fracture that will coincide with the loss of propulsion. If the prop shaft fractures while the vehicle is parked on a graded surface and the park brake is not engaged, roll away is possible.
Correction	Dealer will replace prop shaft and fasteners.

Parts

Quantity	Part Name	Part No.
1	SHAFT ASM – PROP	23370116
1	SHAFT ASM - PROP	84186831

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which prop shaft to order.

Due to the small number of vehicles involved, (12), and due to limited initial parts availability, dealers are encouraged not to order 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
9104771	Replace Rear Propeller Shaft	.5	ZFAT	N/A

Service Procedure

Replace the propeller shaft. Refer to *Propeller Shaft Replacement (4WD)* 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.

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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