

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4935
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 19, 2018

Subject: N182197920 - Service Update
Suspect Rear Axle Welds

Models: 2019 Chevrolet Silverado 1500 (New Model)

To: All General Motors Dealers

General Motors is releasing Service Update N182197920 today. The total number of U.S. vehicles involved is approximately 6. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated December 20, 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

Service Update

N182197920 - Suspect Rear Axle Welds



Release Date: December 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 1500 (New Model)	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 Chevrolet Silverado 1500 vehicles were built with rear axles that weren't torsion tested at the 80,000 in-lb. specification.
Correction	Replace rear axle assembly.

Parts

Quantity	Part Name	Part No.
1	Rear Axle Assembly	84447459
3	Rear Axle Lubricant (75W85 synthetic high efficiency)	19300457
3	Rear Axle Lubricant (75W85 dexron low viscosity)	19368514

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.

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which rear axle assembly to order.

Due to the small number of vehicles involved, 6, and due to limited initial parts availability, dealers are encouraged not to order parts for use as shelf stock. Parts should only be ordered if the VIN is included in the table below.

An initial supply of Rear Axles will be pre-shipped to involved dealers of record. This pre-shipment is scheduled to begin the week of December 21, 2018, and will be 100% of each dealer's involved vehicles. Pre-shipped parts will be charged to dealer's open parts account. Additional parts, if required, should be obtained from GMCCA.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104252	Rear Axle Replacement	2.3	ZFAT	N/A

Service Procedure for the following VINs:

VIN	Last 8 digits of VIN
1GCUYGED7KZ132315	KZ132315
1GCUYGED8KZ132338	KZ132338
1GCUYGED9KZ132221	KZ132221
1GCUYGED9KZ132347	KZ132347
1GCUYHED8KZ132197	KZ132197
1GCUYHED9KZ132032	KZ132032

1. Replace the rear axle. Refer to *Rear Axle Replacement* in SI.

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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/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.

