



# Service Bulletin

Bulletin No.: 21-NA-028

Date: January, 2023

## TECHNICAL

**Subject: Rear Axle Moan Type Noise on Turns**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade	2021	2022				
Chevrolet	Suburban						
	Tahoe						
GMC	Yukon						

<b>Involved Region or Country</b>	North America, Russia, Middle East, Chile, Columbia, Ecuador, Peru, Japan, S. Korea and Thailand.
<b>Additional Options (RPOs)</b>	Vehicles Equipped with AXLE-LIMITED SLIP — ( G86 )
<b>Condition</b>	Some customers may comment that when the vehicle is cold or has sat for several hours, a noise can be heard from the rear of the vehicle when making one or two turns. Some customers may also comment that the noise goes away after the vehicle has warmed up.
<b>Cause</b>	This condition may be caused by slip/stick of the posi-traction clutch plates.
<b>Correction</b>	<p>if the moan noise is validated, perform the following Service Procedure. Service Procedure Note: Ensure the fluid is at operating temperature before draining by driving the vehicle.</p> <ol style="list-style-type: none"> <li>1. Replace the rear differential axle lubricant.</li> <li>2. Bring the gear lubricant again up to operating temperature.</li> <li>3. Perform multiple figure eight or lock steer turning maneuvers to work the gear lubricant into the clutch pack.</li> <li>4. Allow the vehicle to cool (back to ambient temperature) and re-evaluate for clutch moan.</li> </ol> <p>⇒ If the moan is still present, repeat steps 1-4.</p> <p>The above sequence may need to be repeated two to three times to reduce/eliminate the noise. Parts Information Correct lubricant is critical for proper operation. Refer to Specifications in SI.</p>

### Service Procedure

Refer to *Rear Axle Lubricant Replacement* in the Service Manual.

### Parts Information

Causal Part	Description	Part Number	Qty
N/A	LUBRICANT, R/AXL	Refer to EPC	As Required

## Warranty Information

For vehicles repaired under the Powertrain coverage, use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
3087228*	Drain & Fill Rear Axle Fluid	0.6 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	3
Modified	Released February 05, 2021 Revised July 28, 2021 - Added Unique Labor Op to Warranty Information section. Revised January 10, 2023 - Added 2022 to Model Years.

