



Service Bulletin

Bulletin No.: 21-NA-028

Date: December, 2024

TECHNICAL

Subject: Rear Axle Moan Type Noise on Turns

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2021	2024				
Chevrolet	Suburban						
	Tahoe						
GMC	Yukon Models						

Involved Region or Country	North America, Russia, Middle East, Chile, Columbia, Ecuador, Peru, Japan, S. Korea and Thailand.
Additional Options (RPOs)	G86: Vehicles Equipped with AXLE-LIMITED SLIP
Condition	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.
Cause	This condition may be caused by slip/stick of the posi-traction clutch plates.
Correction	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. <ol style="list-style-type: none"> 1. Replace the rear differential axle lubricant. 2. Bring the gear lubricant again up to operating temperature. 3. Perform multiple figure eight or lock steer turning maneuvers to work the gear lubricant into the clutch pack. 4. Allow the vehicle to cool (back to ambient temperature) and re-evaluate for clutch moan. ⇒ If the moan is still present, repeat steps 1-4. 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.

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

Service Procedure

Refer to *Rear Axle Lubricant Replacement*.

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 and Fill Rear Axle Fluid	0.6 hr
Add	Drain and Fill Rear Axle Fluid (Only as Required the 2nd Time)	0.6 hr
Add	Drain and Fill Rear Axle Fluid (only as Required the 3rd Time)	0.6 hr

*This is a unique Labor Operation for Bulletin use only.

Version	
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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. Revised March 22, 2023 - Added 2023 to Model Years. Revised December 16, 2024 - Added 2024 to Model Year and Updated the Warranty Information section.

