

# 28554/28555 Installer Recall Evaluation Form



This is a rear wheel hub seal that fits on a 1999-2013 2WD Chevrolet and GMC ½ ton, ¾ ton, 1 ton full size vans with full floating rear end, 10.5" & 11.5" ring gear, 2WD Chevrolet and GMC ½ ton, ¾ ton, 1 ton pickup trucks with full floating rear end, 10.5" & 11.5" ring gear, and 2WD Chevrolet and GMC ½ ton, ¾ ton, 1 ton SUV with full floating rear end, 10.5" & 11.5" ring gear.

**SKF RGA#:** \_\_\_\_\_ **Part #:** \_\_\_\_\_

**WD/DC Info** WD/DC CLAIM #: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_ SKF Account #: \_\_\_\_\_

City/State: \_\_\_\_\_ Contact: \_\_\_\_\_

**Jobber Info** JOBBER CLAIM #: \_\_\_\_\_ Jobber Store/Account #: \_\_\_\_\_

Name: \_\_\_\_\_ Contact: \_\_\_\_\_

City/State: \_\_\_\_\_ Phone #: \_\_\_\_\_

**Installer Info** INST CLAIM #: \_\_\_\_\_ Account #: \_\_\_\_\_

Name: \_\_\_\_\_ Contact: \_\_\_\_\_

City/State: \_\_\_\_\_ Phone #: \_\_\_\_\_

## **Vehicle Information**

Make: \_\_\_\_\_ Model: \_\_\_\_\_ Year: \_\_\_\_\_

Part Location: Rear wheel \_\_\_\_\_

Original Installation Date: \_\_\_\_\_ Mileage: \_\_\_\_\_

Inspection/Replacement Date: \_\_\_\_\_ Mileage: \_\_\_\_\_

Inspection Results: \_\_\_\_\_ Seal NOT Defective \_\_\_\_\_ Seal Defective, returned with claim

Note or information about claim: \_\_\_\_\_

\_\_\_\_\_

## **Reimbursement Information** Check One:

\_\_\_\_\_ Inspection only, labor reimbursement only

\_\_\_\_\_ Inspection and seal replacement, parts and labor reimbursement

Documentation Required to Process Claim:

- Repair Order & Bill of Sale, original replacement
- Repair Order & Bill of Sale, recall replacement
- Completed 28554/28555 Recall Evaluation Form
- Shipping Cost receipt

Shipping Cost \$: \_\_\_\_\_

**NOTE: Evaluations that do not include supporting paperwork will be delayed.**

**Send paperwork and parts to:**

In the USA  
SKF VSM  
Attn: Dan Czupryna #2400  
SKF RGA # \_\_\_\_\_  
2030 Meridian Place  
Hebron, KY 41048

In Canada  
SKF VSM  
Attn: Dan Czupryna #2400  
SKF RGA # \_\_\_\_\_  
40 Executive Court  
Scarborough, ON M1S 4N4

**SKF Vehicle Service Market North America**

890 N. State Street, Suite 200, Elgin, IL 60031, USA

Tel 800-644-8999 Fax 800-526-7268 www.vsm.skf.com

Form 457444 (Rev. 8/14)

This Recall Evaluation Form is for technician's who performed a 28554 or 28555 wheel seal replacement as part of the SKF PRO14-003USCA recall, since July 1, 2014.

**Seal # 28555 – Replace all seals installed**

**Seal # 28554 – Inspect and replace if gear oil leakage is found. Follow this procedure:**

1. Raise and support the vehicle following the manufacturer's guidelines.
2. Carefully examine the back side of the wheel, tire, brake backing plate and axle housing flange for gear oil leakage. **The affected wheel seal will have visible signs of gear oil leakage on the differential axle housing flange, the brake backing plate, the wheel and tire.** Refer to Figures 1 & 2. Figure 1 illustrates a wheel end with a gear oil leak. Figure 2 illustrates a wheel end with no gear oil leak.



**Figure 1 – Defective**



**Figure 2 – OK**

3. If you have identified a wheel seal that is defective, remove the defective wheel seal and replace it with a non-defective replacement wheel seal using the manufacturers recommended repair procedures. Replace friction material as required using the manufacturers recommended repair procedures.

Complete the information on the front side of this form; contact your SKF parts distributor for assistance in completing the WD/DC and Jobber Information sections. When completed, contact SKF Customer Service for an RGA number and write that number on the front of the form in the space provided (upper left hand corner). Send the completed form, copies of all documentation and receipts, and the defective wheel seal and any other replaced parts (if applicable) to SKF at the address indicated on the form. Please include the SKF RGA number in the address as indicated on the form.

Reimbursement will be in the form of a credit issued to your SKF parts distributor. SKF will issue credit for the parts (if applicable) and the labor, at a rate of \$50.00 per book hour. The replacement labor will be inclusive of the inspection time. For this application, the following rates will apply:

- Inspection only labor for one side or both sides is .2 hours (part no. 28554 only)
- Inspections and replacement of the seal only for one side is 1.1 hours, for both sides is 1.6 hours
- Inspections and replacement of the seal and E brake shoes for one side is 1.3 hours (vehicles with disc brake applications), for both sides is 1.9 hours (vehicles with disc brake applications)
- Inspections and replacement of the seal and drum brake shoes for both sides is 3.2 hours (vehicles with drum brake applications)

Reimbursement will be paid for either an inspection only or warranty labor claim and product replacement – but not both.