

PRO14-004USCA

August 28, 2014

MC: A1, A4, F1, F2, F3, F7,
F9, M1, M2, M3, M6

Safety Recall Notice to End Users

NHTSA Recall #14E-046 of SKF 28554 and SKF 28555 wheel seal; SKF Recall # PRO14-003USCA

This notice is being issued by SKF in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. SKF has determined that a defect which relates to motor vehicle safety exists in SKF part numbers 28554 and 28555 manufactured by its Elgin, Illinois and Guadalajara, Mexico plants, for aftermarket service use. These products were marketed by SKF under the SKF brand name for aftermarket service use. SKF is recalling this specific part.

What part is involved?

This recall includes SKF part numbers 28554 and 28555 that are identified by the date codes on the part number label. On part number 28554, date codes 203K through 228K (i.e. 203K, 204K, ... 227K, 228K). On part number 28555, all date code ranges are involved. These parts were sold exclusively in the aftermarket for use on the vehicles identified. **Important note: Only parts with one of these date codes are covered by this campaign.** The box part number label is shown below.

The location of the date code on the part number label is illustrated below:



This part number is a rear wheel hub seal that fits on a 1999-2010 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.

What is the problem?

The defect in the wheel seal consists of the inside diameter of the seal being larger than specified. This defect may cause the gear oil to leak, which could contaminate the brake friction material. If contaminated, the friction material can be compromised. In extreme cases, the differential could lose too much gear oil, which could lead to premature bearing failure. The defect could cause a vehicle accident or crash resulting in severe personal injuries.

What should you do?

If you purchased one of the subject wheel seals through an installer, we urge you to contact your installing dealer as soon as possible to arrange an appointment to have the part inspected and replaced (if necessary) free of charge. SKF estimates that the labor time to perform this service can take between 1 to 3 hours, depending on the application. The inspection and correction (if necessary) of your vehicle will be made without charge to you. SKF will pay the servicing dealer directly for this service.

If you purchased one of the subject wheel seals through a retailer and installed the part yourself, please contact the retailer directly, or contact SKF Customer Service at 1-800-644-8999 for return and reimbursement instructions.

Replacement wheel seals may be in short supply. Before inspection or replacement, please contact your servicing retailer or installation facility for seal availability, or contact the SKF Customer Service 28554/28555 Hotline at 800-644-8999.

Identification and inspection procedure

Part Number 28555

All seals of this part number are 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. Return the defective wheel seal to the place of purchase for reimbursement as identified above.

Part Number 28554

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 – oil leak



Figure 2
OK – no oil leak

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 manufacturer's recommended repair procedures. Replace friction material as required using the manufacturer's recommended repair procedures. Return the defective wheel seal to the place of purchase for reimbursement as identified above.

If you have any questions about this recall, please call SKF Customer Service at 1-800-644-8999 (reference SKF Bulletin PRO14-004). Owners who do not obtain free replacement parts within a reasonable time should also contact SKF Customer Service at 1-800-644-8999. You may also contact the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, D.C. 20590; or call the toll-free Auto Safety Hotline at 1-888-327-4326; or go to <http://www.safercar.gov>, if you believe that SKF has failed or is unable to remedy without charge the condition outlined above within a reasonable time.

US Federal Regulations require any lessor receiving this notice to forward it to the lessee within 10 days.

SKF apologizes for any inconvenience this may cause, but it is taking this action in the interest of your personal safety and satisfaction with our products. Thank you for your cooperation.

Post this recall notice in a conspicuous place.