



Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: Rear Axle Shaft Not Properly Heat Treated

MODELS: 2015 Chevrolet Silverado 1500
2015 GMC Sierra 1500

This bulletin is being revised to add the Customer Letter. Please discard all copies of bulletin 14892

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicles involved in this recall were placed on stop delivery December 15, 2014. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

CONDITION

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2015 model year Chevrolet Silverado and GMC Sierra 1500 series vehicles. Certain vehicles may have been assembled with a rear axle shaft that was not properly heat-treated. An improperly heat-treated axle shaft could fracture without warning near the hub flange resulting in separation of a rear wheel from the axle shaft, increasing the risk of a crash and occupant injury.

CORRECTION

Dealers are to inspect the rear axle manufacturing code located on the outer end of the axle shaft. If an improperly heat-treated axle shaft is identified, the dealer will replace the axle shaft.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required

inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

PART INFORMATION

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Important: Due to the small number of vehicles involved, dealers are encouraged not to order recall parts for use as shelf stock. Parts should only be ordered when inspection determines that it is necessary to replace the rear axle shaft.

Part Number	Description	Quantity/Vehicle
22943112	Shaft, Rear Axle,	1
11546644	Bolt, Differential Pinion Gear Shaft	1
22943110	Gasket, Rear Axle Housing Cover	1
19300457	Rear Axle High Efficiency Lubricant (32 oz.)	2

SERVICE PROCEDURE



4051502

1. Remove the left and right rear wheel center caps. Use care to not damage the wheel or center cap finish.



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2. Locate the manufacturing code numbers located in the end of the left and right axle shafts. This code consists of two sets of numbers, one above the center point of the axle beginning with a “C” and one below beginning with a “K”.
3. If the code reads, C327-K138 or C326-K106, Replace the axle shaft. Refer to *Rear Axle Shaft Replacement* in SI.



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4. If the code number is **not** listed above, use a yellow paint pen to apply a stripe on the axle end to indicate that it has been inspected.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time	Net Item
9101170	Inspect Both Rear Axle Code Numbers, Mark Axles	0.3	N/A
9101171	Inspect Both Rear Axle Code Numbers, Replace One Axle Shaft	1.5	*

- * The amount identified in “Net Item” should represent the actual sum total of the current GMCCA Dealer net price for the Rear Axle High Efficiency Lubricant needed to perform the required repairs, not to exceed \$21.50 USD, \$25.00 CAD, plus applicable Mark-Up.

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this recall on their vehicle.

DEALER RECALL RESPONSIBILITY – For US and Export (US States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

DEALER RECALL RESPONSIBILITY – All

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.





IMPORTANT SAFETY RECALL

April 2015

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2015 model year Silverado and Sierra vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

<p>IMPORTANT</p> <ul style="list-style-type: none"> • Your vehicle is involved in GM recall 14892A. • Schedule an appointment with your GM dealer. • This service will be performed for you at no charge.
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Why is your vehicle being recalled?

Certain vehicles may have been assembled with a rear axle shaft that was not properly heat-treated. An improperly heat-treated axle shaft could fracture without warning near the hub flange resulting in separation of a rear wheel from the axle shaft, increasing the risk of a crash and occupant injury.

What will we do?

Your <DIV_DLR> dealer will inspect the rear axle manufacturing code located on the outer end of the axle shaft. If an improperly heat-treated axle shaft is identified, the dealer will replace the axle shaft. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection time of approximately twenty minutes.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 14V819.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jeffrey M. Boyer
Vice President
Global Vehicle Safety

Enclosure
GM Recall #14892A