

Part 573 Safety Recall Report

22V-036

Manufacturer Name : General Motors, LLC

Submission Date : MAR 23, 2022

NHTSA Recall No. : 22V-036

Manufacturer Recall No. : N212351030



Manufacturer Information :

Manufacturer Name : General Motors, LLC

Address : 29427 Louis Chevrolet Road
MAIL CODE 480-210-2V WARREN MI
48093

Company phone : 586-596-1733

Population :

Number of potentially involved : 1,789

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2021-2021 Cadillac Escalade

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Manufacturing records and component trace data were used to determine vehicles that received suspect rear-wheel drive-shaft assemblies produced during the supplier's suspect window.

Vehicles equipped with assemblies produced outside of the suspect window, either during build or through subsequent repair, are not included in this recall.

There are 106 Cadillac Escalade vehicles included in this recall.

Production Dates : SEP 24, 2021 - OCT 04, 2021

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 2 : 2021-2021 Cadillac Escalade ESV

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Manufacturing records and component trace data were used to determine vehicles that received suspect rear-wheel drive-shaft assemblies produced during the supplier's suspect window.

Vehicles equipped with assemblies produced outside of the suspect window, either during build or through subsequent repair, are not included in this recall.

There are 90 Cadillac Escalade ESV vehicles included in this recall.

Production Dates : SEP 24, 2021 - OCT 04, 2021

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 3 : 2021-2021 Chevrolet Suburban

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Manufacturing records and component trace data were used to determine vehicles that received suspect rear-wheel drive-shaft assemblies produced during the supplier's suspect window.

Vehicles equipped with assemblies produced outside of the suspect window, either during build or through subsequent repair, are not included in this recall.

There are 209 Chevrolet Suburban vehicles included in this recall.

Production Dates : SEP 24, 2021 - OCT 04, 2021

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 4 : 2021-2021 Chevrolet Tahoe

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Manufacturing records and component trace data were used to determine vehicles that received suspect rear-wheel drive-shaft assemblies produced during the supplier's suspect window.

Vehicles equipped with assemblies produced outside of the suspect window, either during build or through subsequent repair, are not included in this recall.

There are 909 Chevrolet Tahoe vehicles included in this recall.

Production Dates : SEP 24, 2021 - OCT 04, 2021

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 5 : 2021-2021 GMC Yukon

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Manufacturing records and component trace data were used to determine vehicles that received suspect rear-wheel drive-shaft assemblies produced during the supplier's suspect window.

Vehicles equipped with assemblies produced outside of the suspect window, either during build or through subsequent repair, are not included in this recall.

There are 283 GMC Yukon vehicles included in this recall.

Production Dates : SEP 24, 2021 - OCT 04, 2021

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 6 : 2021-2021 GMC Yukon XL

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Manufacturing records and component trace data were used to determine vehicles that received suspect rear-wheel drive-shaft assemblies produced during the supplier's suspect window.

Vehicles equipped with assemblies produced outside of the suspect window, either during build or through subsequent repair, are not included in this recall.

There are 192 GMC Yukon XL vehicles included in this recall.

Production Dates : SEP 24, 2021 - OCT 04, 2021

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2021 model year Cadillac Escalade and Escalade ESV, Chevrolet Suburban and Tahoe, and GMC Yukon and Yukon XL vehicles. The rear-wheel drive-shaft assemblies in these vehicles may have been manufactured by GM's supplier with recirculating balls that were not properly heat treated. The recirculating balls may deform over time, resulting in noise and vibration. With continued use, the affected joint in the drive-shaft assembly could seize and the vehicle could lose propulsion.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the vehicle loses propulsion, there is increased risk of a crash.

Description of the Cause : The condition was caused by malfunctioning equipment at GM's tier-2 supplier.

Identification of Any Warning that can Occur : Occupants will experience gradually increasing noise and vibration.

Involved Components :

Component Name 1 : SHAFT ASM-RR WHL DRV

Component Description : Rear Wheel Drive Shaft Assembly

Component Part Number : 84747323, 84747324

Supplier Identification :

Component Manufacturer

Name : NTN Bearing Corporation of America
Address : 39255 West 12 Mile Road
Farmington Hills Michigan 48331
Country : United States

Chronology :

On October 4, 2021, a supplier of rear-wheel drive-shaft assemblies informed GM that certain assemblies shipped to GM's Arlington, Texas assembly plant may have been manufactured with internal steel recirculating balls that were not properly heat treated by a tier-2 supplier. A GM supplier quality engineer submitted a report through GM's Speak Up for Safety process (SUFS) on October 5th.

During October and November 2021, GM worked with the supplier to evaluate potential effects of the improper heat-treat condition on recirculating ball durability. GM also reviewed its manufacturing records and requested detailed production data from the supplier.

In mid-November, the supplier informed GM that its testing indicated that there may be long-term durability concerns with the recirculating balls. GM's engineers evaluated what effect, if any, these concerns may have on vehicle performance in GM's applications. GM also continued to define the potentially affected vehicle population.

GM opened a formal investigation on December 17 after determining that the suspect components may become deformed with long term use in GM's vehicle applications. GM continued to evaluate whether the condition could also result in loss of propulsion with continued use. GM retrieved and reviewed warranty data, which did not identify any field reports relating to the condition. On January 20, 2022, GM's Safety and Field Action Decision Authority decided to conduct a safety recall.

Description of Remedy :

Description of Remedy Program : Dealers will replace the left and/or right rear drive shaft assemblies. Pursuant to 49 C.F.R. § 573.13(d)(1), all covered vehicles are under warranty, so reimbursement is not offered.

How Remedy Component Differs from Recalled Component : Replacement assemblies are produced outside of the supplier's suspect window.

Identify How/When Recall Condition was Corrected in Production : The supplier's equipment failure was corrected on June 4, 2021. Components produced after that time were properly heat treated. Vehicles produced after October 4, 2021 were equipped with drive shaft assemblies containing components that were produced outside of the suspect window.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified on January 27, 2022. Owner notification of an available remedy is estimated to begin April 15, 2022. This recall will be conducted under three GM numbers: N212351030, N212351031, and N212351032.

Planned Dealer Notification Date : JAN 27, 2022 - JAN 27, 2022

Planned Owner Notification Date : APR 15, 2022 - APR 15, 2022

* NR - Not Reported