

# Product Safety Recall

## N212351031 Rear Drive Shaft Loss of Propulsion



**Release Date:** March 2022

**Revision:** 01

**Revision Description:** This bulletin has been revised to update part numbers and to include the customer letter. Please discard all previous copies of bulletin N212351031.

**Attention:** 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 January 27, 2022. 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.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	Escalade	2021	2021	G86 or G96	Limited Slip Differential Or Electronic Differential
	Escalade ESV				
Chevrolet	Suburban				
	Tahoe				
GMC	Yukon				
	Yukon XL				

Involved vehicles are marked “open” on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	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. If the vehicle loses propulsion, there is increased risk of a crash.
<b>Correction</b>	Dealers will replace the right rear wheel drive shaft assembly.

### Parts

Quantity	Part Name	Part No.
1	Right Rear Wheel Drive Shaft	84856646
1	Rear Axle Nut	11612295
1	Threadlocker (1 Bottle services approximately 4 rear wheel drive shafts) (Loctite 272 equivalent)	19369733 US 10953488 CA Export (obtain locally)

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which rear wheel drive shaft(s) to order.

**Reminder:** Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106151	Rear Wheel Drive Shaft Replacement – Right Side	1.0	ZFAT	*
9106152	Floor Plan Reimbursement – NEW INVENTORY ONLY	N/A		**
9106153	Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY	N/A		***

\* The amount identified in “Net Item” should represent the actual sum total of the current GMCC&A Dealer net price for Threadlocker needed to perform the required repairs, not to exceed \$2.00 USD, \$2.51 CAD, plus applicable Mark-Up or Landed Cost (for Export).

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Note: To avoid having to “H” route the floor plan / WCAP transaction for approval, it must be submitted prior to the repair transaction.

### Floor Plan Reimbursement – NEW INVENTORY ONLY

\*\* **USA & Canada Only** – For vehicles eligible for floor plan reimbursement, the amount should be submitted in Net Item/Miscellaneous. This amount should represent the product of the vehicle’s average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (January 27, 2022) to the date the repair is completed, and the vehicle is ready for sale (not to exceed 48 days):

Vehicle	Floor Plan Reimbursement Amount	
	USA	Canada
2021 Cadillac Escalade	\$11.40	\$15.89
2021 Cadillac Escalade ESV	\$11.85	\$15.46
2021 Chevrolet Suburban	\$7.89	\$10.74
2021 Chevrolet Tahoe	\$7.48	\$9.53
2021 GMC Yukon	\$8.54	\$9.86
2021 GMC Yukon XL	\$8.94	\$9.82

### Working Capital Assistance Program (WCAP) Reimbursement – USED INVENTORY ONLY

**Note: USA & Canada Only** - To avoid having to “H” route the WCAP transaction for approval, it must be submitted prior to the repair transaction.

**Important: The WCAP ZSET transaction labor code, 9800086, provided in the dealer message sent on February 11, 2022, must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.**

\*\*\* **USA & Canada Dealers Only** - For vehicles eligible under the Working Capital Assistance Program, the amount should be submitted in Net Item/Miscellaneous. This amount has been calculated to a daily value for the days that the vehicle was in used dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale/stop delivery order (January 27, 2022) to the date the VIN was placed in “open” status in IVH. (Maximum Number of days of WCAP is calculated from the “Release Date” on VINs in “Open” Status in IVH, and will be adjusted as additional releases occur.)

Vehicle	Working Capital Assistance Reimbursement Amount	
	USA	Canada
2021 Cadillac Escalade	\$50.89	\$64.08
2021 Cadillac Escalade ESV	\$51.07	\$63.90
2021 Chevrolet Suburban	\$34.05	\$41.67
2021 Chevrolet Tahoe	\$32.88	\$39.79
2021 GMC Yukon	\$34.21	\$41.73
2021 GMC Yukon XL	\$34.70	\$42.52

### Service Procedure

Replace the right side Rear Wheel Drive Shaft. Refer to *Rear Wheel Drive Shaft Replacement – Right Side* in SI.

### Dealer Responsibility – For USA & Export (USA 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 Responsibility – All

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All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

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. A copy of the customer letter is provided in this bulletin for your use in contacting customers. 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 field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

### Dealer Reports

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this recall. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses 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 may be a violation of law in several states.

### Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

### Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



We Support  
Voluntary Technician  
Certification



# IMPORTANT SAFETY RECALL

March 2022

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 2021 model year Cadillac Escalade, Escalade ESV, Chevrolet Suburban, Tahoe, or GMC Yukon, Yukon XL 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.

## IMPORTANT

- Your vehicle is involved in GM safety recall N212351031.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

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. If the vehicle loses propulsion, there is increased risk of a crash.

### What will we do?

Your GM dealer will replace the right rear-wheel drive-shaft assembly. 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 service correction time of approximately 1 hour and 5 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 any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-333-4223	711 / 1-800-833-2438
Chevrolet	1-800-222-1020	711 / 1-800-833-2438
GMC	1-800-462-8782	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

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 22V036.

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

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