

Customer Satisfaction Program

17456 Rear Wheel Hub Nut Loose



Reference Number: N172120230

Release Date: January 2018
Revision: 00

Attention: This program is in effect until February 29, 2020.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado HD	2017	2018		
	Suburban	2017	2017		
GMC	Sierra HD	2017	2018		

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.

Condition	Certain 2017 model year Chevrolet Suburban, 2017-2018 model year Chevrolet Silverado HD and GMC Sierra HD vehicles may have a condition in which the rear wheel hub nut could become loose due to the rear wheel hub nut retainer not being formed properly. If the hub nut loosens, the StabiliTrak message may be displayed in the driver information center (DIC) and the traction control indicator may illuminate, axle fluid may leak from the axle seal area, and rear axle housing damage could occur.
Correction	Replace the hub nut retainer. Inspect the axle tube threads for damage and repair if necessary.

Parts

Quantity	Part Name	Part No.
2	Lock, RR Wheel Bearing Adjustment Nut	22793218
2	Gasket, Rear Axle Shaft	20920620

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
9103563	Rear Axle Wheel Bearing Adjustment Nut Lock Replacement (both sides)	0.8	ZFAT	N/A

Service Procedure

1. Remove the rear axle shaft. Refer to *Rear Axle Shaft and Gasket Replacement (10.5/11.5 Inch Axle)* in SI.



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2. Replace the Rear Axle Wheel Bearing Adjustment Nut Lock. To remove, use a pick or needle nose pliers to pull the nut lock outwards and off.

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17456 Rear Wheel Hub Nut Loose



3. Replace the gasket and reinstall the rear axle shaft. Refer to *Rear Axle Shaft and Gasket Replacement (10.5/11.5 Inch Axle)* in SI.
4. Repeat steps 1-3 on the other side.

Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program must be held and inspected/repared 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 program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through February 29, 2020. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle 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. Program 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 program enters your vehicle inventory, or is in your facility for service through February 29, 2020, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. 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 program 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 program.

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, Sections 1.4 and 6.1.10, for courtesy transportation program details.

Customer Notification

USA & Canada - General Motors will notify customers of this program 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**

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17456 Rear Wheel Hub Nut Loose



February 2018

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

Dear General Motors Customer:

We have learned that your 2017 model year Chevrolet Suburban, 2017-2018 model year Chevrolet Silverado HD or 2017-2018 model year GMC Sierra HD may have a condition in which the rear wheel hub nut could become loose due to the rear wheel hub nut retainer not being formed properly. If the hub nut loosens, the StabiliTrak message may be displayed in the driver information center (DIC) and the traction control indicator may illuminate, axle fluid may leak from the axle seal area, and rear axle housing damage could occur.

Your satisfaction with your 2017 model year Chevrolet Suburban, 2017-2018 model year Chevrolet Silverado HD or 2017-2018 model year GMC Sierra HD is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will replace the hub nut retainer, inspect the axle tube threads for damage and repair if necessary. This service will be performed for you at **no charge until** February 29, 2020. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair.

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.

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

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Terry M. Inch
Executive Director
Global Connected Customer Experience

17456

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4662
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 29, 2018

Subject: 17456 - Customer Satisfaction Program
Rear Wheel Hub Nut Loose

Models: 2017-2018 Chevrolet Silverado HD
2017 Chevrolet Suburban
2017-2018 GMC Sierra HD

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 17456 today. The total number of U.S. vehicles involved is approximately 43,945. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on February 09, 2018.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated January 29, 2018. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS