



File In Section: Product Recalls
Bulletin No.: 11191A
Date: July 2011

Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: Intermediate Steering Shaft Separation

MODELS: 2011 Cadillac Escalade, Escalade ESV
2011 Chevrolet Silverado, Suburban, Tahoe
2011 GMC Sierra, Yukon, Yukon XL

This bulletin has been revised to include a copy of the customer letter. Please discard all copies of bulletin 11191, issued July 2011.

CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2011 model year Cadillac Escalade, Escalade ESV; Chevrolet Silverado, Suburban, Tahoe; and GMC Sierra, Yukon, and Yukon XL vehicles. On some of these vehicles, the intermediate steering shaft attaching bolts may not have been tightened to the proper specification. This could allow the joints to separate, resulting in the loss of steering. If this happens while the vehicle is moving, a crash could occur without prior warning.

CORRECTION

Dealers are to inspect and ensure that the intermediate steering shaft bolts are tightened to the proper specification.

VEHICLES INVOLVED

Involved are **certain** 2011 model year Cadillac Escalade, Escalade ESV; Chevrolet Silverado, Suburban, Tahoe; and GMC Sierra, Yukon, and Yukon XL vehicles.

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Required Field Actions section in the Global Warranty system. Not all vehicles may be involved.

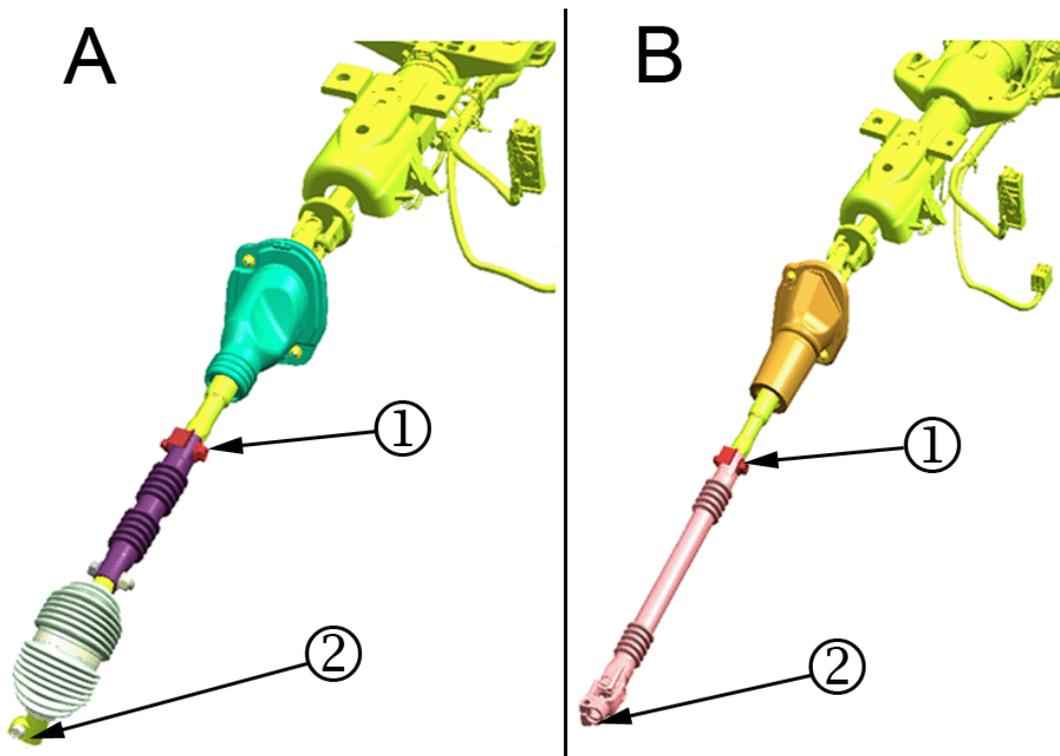
For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. 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

No parts are required for this recall.

SERVICE PROCEDURE



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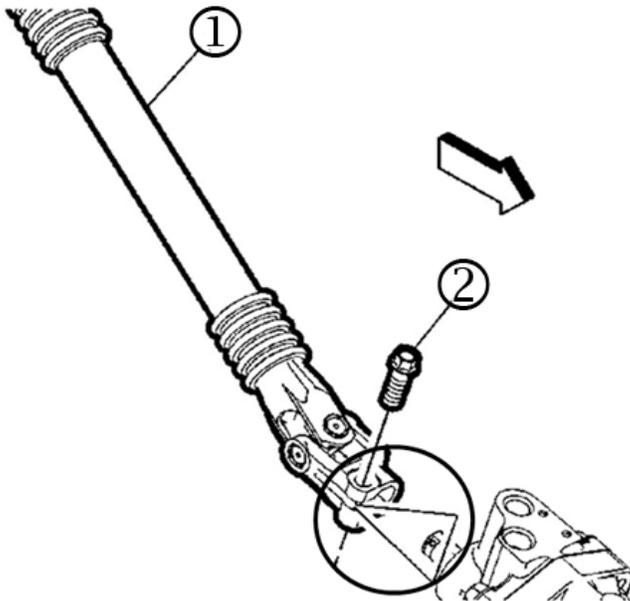
The "A" portion of the illustration provides an example of an intermediate shaft on a 1500 series vehicle. (1) Mid Joint Bolt (2) Pinion Bolt. The "B" portion of the illustration provides an example of an intermediate shaft on a 2500 or 3500 series vehicle. (1) Mid Joint Bolt (2) Pinion Bolt. Hybrid vehicle intermediate shafts are similar to the intermediate shafts in 1500 series vehicles.

1. Open the hood and locate the intermediate steering shaft mid joint bolt (1). Refer to illustration.
2. Inspect the intermediate steering shaft mid joint bolt (1).
 - If the intermediate steering shaft mid joint bolt is tightened to minimum of 20 N·m (15 lb-ft), proceed to Step 3.
 - If the intermediate steering shaft mid joint bolt is NOT tightened to a minimum of 20 N·m (15 lb-ft), tighten it to 50 N·m (37 lb-ft). Proceed to Step 3.
3. Close the hood and raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



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4. Remove the engine shield (4). Refer to *Engine Shield Replacement* in SI.



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2500-3500 series vehicle intermediate shaft shown, 1500 series vehicle intermediate shaft similar.

5. Inspect the intermediate steering shaft pinion bolt (2).
 - If the intermediate steering shaft pinion bolt (2) is tightened to minimum of 20 N·m (15 lb-ft), proceed to Step 6.
 - If the intermediate steering shaft pinion bolt (2) is NOT tightened to minimum of 20 N·m (15 lb-ft), tighten it to 47 N·m (35 lb-ft). Proceed to Step 6.



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6. Install the engine shield (4). Refer to *Engine Shield Replacement* in SI.
7. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

Labor Code	Description	Labor Time
V2441	Inspect Intermediate Shaft Mid Joint & Pinion Bolt - Torque OK - No Further Action Required	0.4
V2442	Inspect Intermediate Shaft Mid Joint & Pinion Bolt - Bolt(s) Loose	0.4

CUSTOMER NOTIFICATION – For US and Canada

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

CUSTOMER NOTIFICATION – For 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.

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

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. 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 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.



Dear <CustomerName>:

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

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2011 model year Cadillac Escalade, Escalade ESV; Chevrolet Silverado, Suburban, Tahoe; GMC Sierra, Yukon, and 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.

I M P O R T A N T

- Your 2011 model year vehicle is involved in safety recall 11191.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The intermediate steering shaft attaching bolts in your vehicle may not have been tightened to the proper specification. This could allow the joints to separate, resulting in the loss of steering. If this happens while the vehicle is moving, a crash could occur without prior warning.

What will we do?

Your GM dealer will inspect and ensure that the intermediate steering shaft bolts are tightened to the proper specification. 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 25 minutes.

If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner Manual and your dealer for details on courtesy transportation.

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 GM Customer Assistance Center.

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>.

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

Jim Moloney
General Director
Customer and Relationship Services

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