



June 28, 2011

11V-339
(3 Pages)

Mr. Claude Harris
Acting Associate Administrator for Enforcement
National Highway Traffic Safety Administration
Recall Management Division (NVS-215)
1200 New Jersey Avenue, SE – Room W45-306
Washington, D.C. 20590

Dear Mr. Harris:

The following information is submitted pursuant to the requirements of 49 CFR 573.6 as it applies to a determination by General Motors to conduct a safety related recall for certain 2011 model year Cadillac Escalade, Escalade ESV; Chevrolet Silverado, Suburban, Tahoe; and GMC Sierra HD, Sierra LD, Yukon, Yukon XL vehicles.

573.6(c)(1): Cadillac, Chevrolet and GMC Brands of General Motors Company

573.6(c)(2)(3)(4): This information is shown on the attached sheet.

573.6(c)(5): 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.

573.6(c)(6): On April 29, 2011 GM Engineering became aware of a separation that occurred at a mid intermediate shaft joint of a 2011 Suburban. The nut and bolt for that joint were no longer present after the vehicle was towed to the dealer. The vehicle was inspected by a GM Chassis engineer on May 11, 2011. The engineer observed that markings on the upper and lower intermediate shafts indicated the bolt had not been fully installed. Witness marks indicated that the nut (with an anti-rotation feature) was present in the assembly at some point in time.

Following discovery of the condition, other data sources were searched for additional reports. On May 12, 2011 GM engineering identified two warranty claims that indicated a separation had occurred.

Further investigation revealed that all three vehicles with intermediate shaft separations had some rework procedure performed during the build process. Records for two vehicles showed that the joint that separated required additional processes after it left the assembly station where the joint was to be fastened. GM believes the repair process wasn't followed for these two vehicles, and the bolts were not secured to GM specifications. For the third



vehicle, an error in the cab build process required the original cab to be removed and replaced with a new cab. The intermediate shaft mid joint must be separated in order to change the cab. GM believes the repair procedures were not followed which resulted in a bolt not being tightened to GM specifications.

On May 23, 2011 Engineers traveled to one of the involved assembly plants to better understand the production build and repair process. On June 2, 2011 the list of vehicles that had undergone a repair similar to a vehicle with an intermediate shaft separation was completed. On June 13, 2011 the list of vehicles that had undergone a cab swap was completed. These two lists make up the total volume of the potentially affected vehicles involved in this recall.

Between June 5, 2011 and June 13, 2011 data sources were searched for additional reports, and none were identified.

The issue was presented to the Field Performance Evaluation Review Committee and on June 27, 2011, the Executive Field Action Decision Committee decided to conduct a safety recall.

573.6(c)(8): Dealers are to inspect and ensure that the intermediate steering shaft bolts are tightened to the proper specification.

GM anticipates sending the dealer bulletin on June 30, 2011 and mailing owner letters on July 13, 2011.

Pursuant to 577.11(e), GM does not plan to provide notice about reimbursement to owners because all involved vehicles are covered under the new vehicle warranty.

573.6(c)(10): GM provided copies of the dealer bulletin and owner letter under separate cover.

Sincerely,



M. Carmen Benavides
Director, Product Investigations
and Safety Regulations

573.6(c)(2)(3),(4)

VEHICLES POTENTIALLY AFFECTED BY MAKE, MODEL, AND MODEL YEAR
PLUS INCLUSIVE DATES OF MANUFACTURE

<u>MAKE</u>	<u>MODEL SERIES</u>	<u>MODEL YEAR</u>	<u>NUMBER INVOLVED</u>	<u>INCLUSIVE MANUFACTURING DATES (FROM) (TO)</u>	<u>DESCRIPTIVE INFO. TO PROPERLY IDENT. VEH.</u>	<u>EST. NO. W/CONDITION</u>
Cadillac	C/K	2011	5	10/09/2010	Escalade	*
Cadillac	C/K	2011	8	09/14/2010	Escalade ESV	"
Chevrolet	C/K	2011	156	07/07/2010	Silverado HD	"
Chevrolet	C/K	2011	343	07/07/2010	Silverado LD	"
Chevrolet	C/K	2011	21	08/09/2010	Suburban	"
Chevrolet	C/K	2011	38	07/07/2010	Tahoe	"
GMC	C/K	2011	36	06/24/2010	Sierra HD	"
GMC	C/K	2011	105	06/11/2010	Sierra LD	"
GMC	C/K	2011	14	07/01/2010	Yukon	"
GMC	C/K	2011	13	09/13/2010	Yukon XL	"
GM Total:			739			

* All involved vehicles will be corrected as necessary.

573.6(c)(2)(iv): N/A

11191