



Chevrolet  
P.O. Box 909989  
Milwaukee, WI 53209-9989

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BIG BEND TRANSIT INC  
PO BOX 1721  
TALLAHASSEE, FL 32302-1721



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MAY 30 2012

May 2012

Dear Big Bend Transit Inc:

We have learned that your 2011 model year Chevrolet Express, equipped with a 10.5 inch rear axle, may have a condition in which the rear axle right-hand side bearing adjuster clip and bolt may come loose within the rear axle. If this occurs, a grinding noise and a vehicle vibration would be noticeable when the vehicle is in motion. If the adjuster or bolt punctures the differential cover pan, a fluid leak could develop. If enough fluid were to leak out, you may hear increasing noise, additional vehicle vibration, and smell burnt axle lubricant. If these warnings are ignored and the vehicle continues to be driven, a slow loss of vehicle motion could occur.

Your satisfaction with your Express 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 Chevrolet dealer will inspect and, if necessary, repair the rear axle. This service will be performed for you at **no charge until April 30, 2014**. After that, any applicable warranty will apply.

**What You Should Do:** To limit any possible inconvenience, we recommend that you contact your Chevrolet dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that any necessary parts will be available on your scheduled appointment date.

If you have any questions or concerns that your dealer is unable to resolve, please contact the Chevrolet Customer Assistance Center at 1.800.222.1020 (TTY 1.800.833.2438).

**Courtesy Transportation:** 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.

