



Service Bulletin

File in Section: -

Bulletin No.: PI0808

Date: September, 2012

PRELIMINARY INFORMATION

Subject: Diagnostic Tips for Front Suspension Noise

Models: 2012-2013 Chevrolet Sonic

This PI replaces PIE0218A. Please discard PIE0218A.

Condition/Concern

Some customers may comment on a noise coming from the front of the vehicle when driving over bumps, rough road surfaces or when performing low-speed turns (parking lot maneuvers). The noise may be described as rattling, clunking, creaking, squeaking, popping, grinding, ticking, crunching or groaning.

Root cause analysis has been determined that the primary component causing the noise is the stabilizer shaft links. The lower socket on the link that connects to the stabilizer shaft may have failed due to water intrusion.

Recommendation/Instructions

Perform the following inspection items prior to replacing any front suspension components:

1. Visually inspect of all the front suspension components (struts, springs, mounts, control arms, stabilizer links, and stabilizer shaft) to look for obvious failures (leaking shocks, missing fasteners, loose ball joints, etc.).
2. Verify all fasteners are torqued to specification.
3. Visually inspect that the front coil spring is installed properly to the strut. The coil spring sits in a rubber isolator and there should not be any gap between the end of the spring and the isolator. When assembled correctly, the isolator should sit flat into a pocket on the strut.
4. Use chassis ears to pinpoint the location of the noise.
5. If chassis ears detect noise is coming from any of the following components, remove both RH and LH stabilizer shaft links and test drive the vehicle prior to replacing any components.
 - Strut
 - Coil Spring
 - Strut Upper Mount
 - Stabilizer Shaft
 - Stabilizer Shaft Link
6. If noise is not present after RH and LH stabilizer shaft links are removed, replace only the stabilizer shaft links.
7. If noise is still present after RH and LH stabilizer shaft links are removed, follow normal operating procedure to root cause and correct the customer concern.

Note:

- Unless there are obvious signs of wear/damage, the stabilizer shaft should not be replaced until all other front suspension components have been checked.
- The stabilizer shaft bushings are not serviceable. If it is determined that the noise is coming from the bushing(s) on the stabilizer shaft, then the entire assembly needs to be replaced. The new stabilizer shaft will come with bushings and clamps already attached.
- For very faint noises, please consider test driving a similar new vehicle from dealer lot in order to determine if the concern may be normal operating noise.

Warranty Information

The correction for this concern may be one of several repairs described in the diagnostic tips above. Please use the appropriate warranty labor operation based on the actual cause and repair.