



Service Bulletin

PRELIMINARY INFORMATION

Subject: Normal Characteristic - Bump Feel or Clunk Noise After A Stop

Models: 2007-2013 Chevrolet Silverado
2007-2013 GMC Sierra
With 34 or 36 Gallon Fuel Tank

This PI was superseded to update model year and recommended fields. Please discard PIT5161.

Condition/Concern

Some customers may comment on a bump feel or clunk noise at a stop or on launch. Customers may also comment that the bump feel or clunk is noticed after the vehicle has come to a complete stop and that it feels as if the vehicle was bumped from behind.

Recommendation/Instructions

The bump clunk issue may be due to fuel movement in the fuel tank when not completely full. If the condition is eliminated after completely filling the fuel tank, the noise is isolated to fuel movement in the tank. Please make no repair attempts, as this is considered a normal characteristic.

Customer Information

Please communicate to the customer this condition is a normal operating characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle.

Please share this information with the customer, including a copy of this message.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.



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