



Service Bulletin

File in Section: -

Bulletin No.: PI0489A

Date: July, 2012

PRELIMINARY INFORMATION

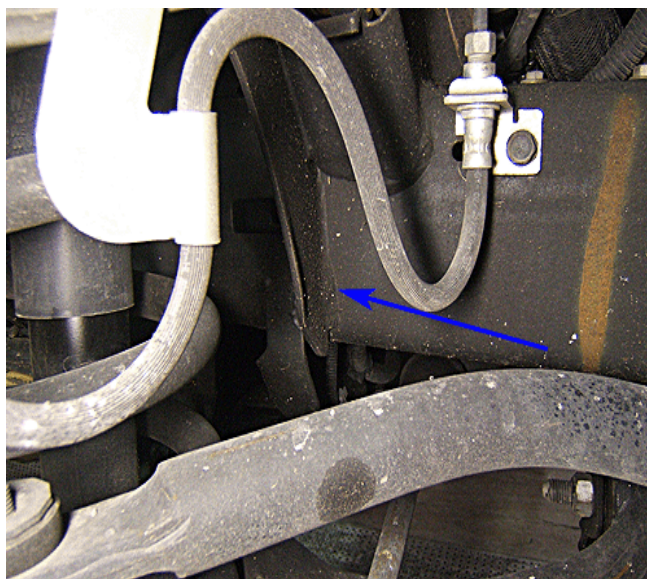
Subject: Front Shock Absorber Tower Separating from Frame

Models: 2006-2012 Chevrolet Express
2006-2012 GMC Savana
with RPO ANC, YF2, YF1 or B3D (Cutaway Body)

This PI is being revised to add the 2012 model year. Please discard PI0489.

Condition/Concern

Some customers may comment that the front shock absorber tower is separating from the frame.



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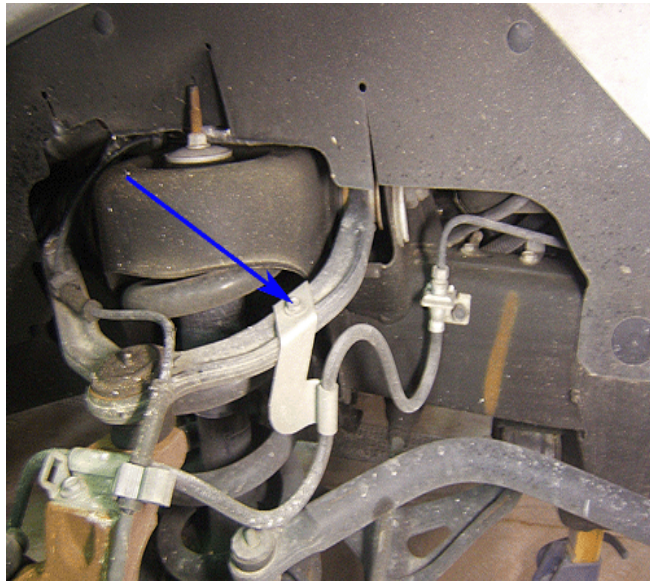
This condition can be identified by a crack in the weld that attaches the shock absorber tower to the frame.

Recommendation/Instructions

Important: If the shock absorber tower is completely separated from the frame, do not use this procedure.

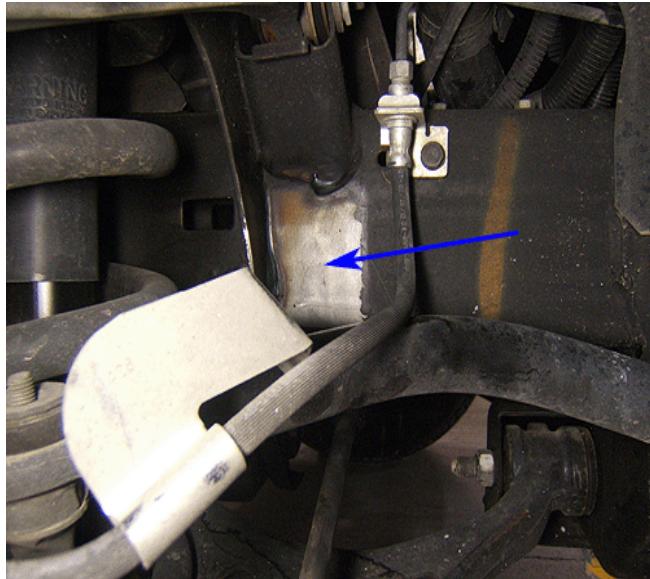
A reinforcement kit has been released to address this condition. Use the following procedure to install the shock absorber tower reinforcement kit.

1. Raise and support the vehicle. Refer to Lifting and Jacking the Vehicle in SI. Support the vehicle structure allowing the front suspension to rest in an unloaded position.
2. Remove the tire and wheel assembly. Refer to Tire and Wheel Removal and Installation in SI.



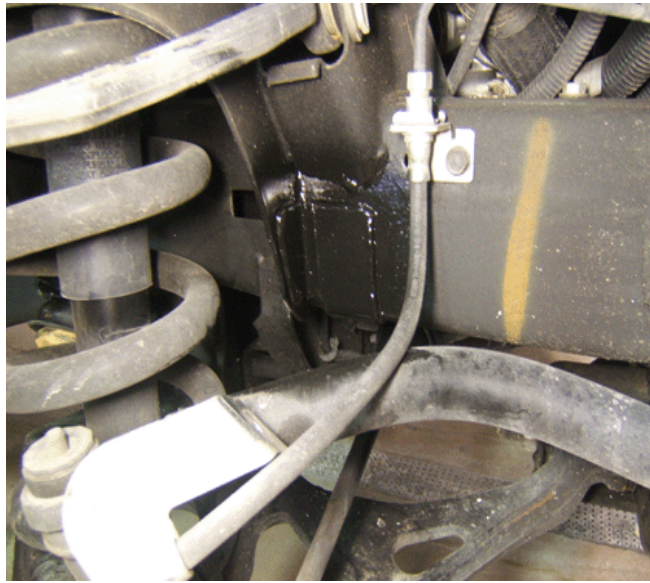
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3. Remove the bolt attaching the front brake hose bracket to the upper control arm. Reposition the brake hose to allow access to the repair area.



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4. Clean the undercoating off of the repair area using a general purpose adhesive remover.
5. Using a die grinder, remove any weld splatter or excessive weld material that may interfere with the fit of the service parts.
6. Clamp the rear reinforcement in position and weld in place. Refer to the instruction sheet supplied with the reinforcement kit for reinforcement placement and weld locations.
7. Clamp the front reinforcement in position and weld in place. Refer to the instruction sheet supplied with the reinforcement kit for reinforcement placement and weld locations.



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8. Undercoat the repair area with Rubberized Aerosol Undercoating, such as GM P/N 12378398 (in Canada, P/N 10952414) or the equivalent.
9. Reinstall the brake hose bracket.

Tighten

Tighten to 10♦N♦m (89♦lb♦in).

10. Reinstall the tire and wheel assembly. Refer to Tire and Wheel Removal and Installation in SI.
11. Lower the vehicle. Repeat steps 1-10 on the other side of the vehicle.

Parts Information

Part Number	Description	Qty
12378398 (in Canada, 10952414)	Rubberized Aerosol Undercoating	As Req.
19257917	Reinforcement Kit	1

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
E9537*	Install Shock Absorber Tower Reinforcement Kit	1.9 hrs
*This is a unique labor operation for PI use only. This will not be published in the Labor Time Guide.		