



Service Bulletin

File in Section: -

Bulletin No.: PIE0208

Date: February, 2012

PRELIMINARY INFORMATION

Subject: Engineering Information – Squeak Noise from Rear Propeller Shaft Universal Joints

Models: 2011 Chevrolet Silverado Extended Cab with Standard Box or Crew Cab with Short Box and GVW Rating of 6400 lbs/2900 kg (RPO C7H) or 6200 lbs/2800 kg (RPO Q4B)
 2011 Chevrolet Tahoe
 2011 GMC Sierra Extended Cab with Standard Box or Crew Cab with Short Box and GVW Rating of 6400 lbs/2900 kg (RPO C7H) or 6200 lbs/2800 kg (RPO Q4B)
 2011 GMC Yukon

Attention: Proceed with this PI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL – refer to Service Bulletin 04-00-89-053E for more details on the use of Engineering Information PIs.

Condition

Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.

Some customers may comment on a squeak type noise coming from the rear of the vehicle.

Further investigation will reveal the noise to be coming from the front or rear universal joint on the rear propeller shaft.

Cause

GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Instructions

After confirming the squeak noise is coming from one of the rear propeller shaft universal joints, identify which universal joint is suspect and note the condition of the joint, slip yoke ears and retaining clips. Identify any visual damage to these components.

The following criteria must be met for the vehicle to qualify for this EI:

- The engineer is **ONLY** interested in propeller shafts with a part number of 20912694, 20912697 or 20912705. The part number is listed on the label located on the propeller shaft.
- The universal joint should be intact and operational with no visual damage or looseness. Broken, loose or worn out joints and those exhibiting a grinding noise should be replaced per SI.
- No repairs were attempted, including the use of lubricants to eliminate the noise.

If it has been determined that the vehicle qualifies for this EI, please contact the engineer listed below for additional instructions. The engineer may request complete propeller shafts with universal joints attached back for root cause analysis. Care should be taken during removal as not to damage the suspect universal joint, especially in the trunnion seal area. Be sure to package the propeller shaft to avoid damage during shipping - bubble wrap or other protective packing materials may be needed.

Contact Information

Engineer Name	Phone Number
Charles Brady	248-303-9318

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
F9741*	Engineering Information – Rear Propeller Shaft Universal Joint Noise Concern	0.3 hr
Add	If Propeller Shaft is Requested Back From Engineer	0.3 hr

*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.