



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** GM TAC Support of Vehicle Vibration Complaints - U.S. Dealers Only

**Models:** 2010 - 2014 GM Passenger Cars and Light Duty Trucks

### Condition/Concern

GM has identified that multiple repair attempts are being performed on Customer vehicles that exhibit vibration conditions without utilizing the support of GM Technical Assistance Center (GM TAC).

### Recommendation/Instructions

To improve the effectiveness of resolving vehicle vibration complaints and improve customer satisfaction, General Motors has implemented the following guidelines effective immediately.

1. If valid vibration frequency or RFV (Road Force Variation) data has been collected and a repair attempt does not correct the customer complaint, contact GM TAC for further support. Do NOT make further repair attempts.
2. For any vehicle that remains unrepaired after being at the dealer for three (3) days or more and a related bulletin or PI is not found, contact GM TAC for further support.

**Important:** Be prepared to provide Vibration Frequency vs. Engine RPM and Vehicle Speed where the vibration is felt as well as other pertinent vehicle information (i.e. tire measurements, aftermarket equipment, etc.) Further, regardless of tool disposition, Technicians should be prepared and have as much of the "Vibration Analysis Worksheet" (found in the latest, recently updated version of TSB 03-00-91-001) completed as much as possible prior to contacting GM TAC as the TAC consultant will need to document the information in the TAC case.

**Notice:** The Electronic Vibration Analyzer or EVA (J-38792-A) is GM's "essential tool" for vibration analysis. It's very important that every GM Dealer has a working EVA and that your Technicians are properly trained in its usage. Without EVA or a similar vibration analyzer (e.g. MTS4100 - see the May 2012 edition of GM TechLink for details), it can be difficult if not impossible to properly diagnose vibration concerns. If you need to replace your EVA, please contact Bosch a 1-800-GM-TOOLS (1-800-468-6657).

Technicians should reference the latest version of the following TSBs for such Customer complaints:

TSB	Description
03-00-91-001	Vibration Analysis Worksheet
10-03-10-001	Revised Wheel Balancer Mounting Instructions (HD Models Only)
00-03-10-006	Information on Tire Radial Force Variation (RFV)
09-03-10-016	Wheel Balancing Machine Finish Damage to Chrome Clad or ChromeTech® Wheels
03-03-10-007	Information on Tire/Wheel Characteristics (Vibration, Balance, Shake, Flat Spotting) of GM Original Equipment Tires
12-03-10-001	Vibration Shortly After Tires are Mounted/Preventing Vibration from Wheel Slip (Tire Sliding on Wheel)

As a reminder, the "Vibration Diagnosis and Correction" section of SI can be found under General Information.

Otherwise, GM TAC highly recommends that all Service Advisors are familiar with and retain a copy of the "Customer Concern Verification Sheets" (found in the latest version of TSB 01-00-89-010) – allowing them to properly capture specific details about the area of the vehicle and under what driving conditions a Customer is experiencing a vibration.

**ADDITIONAL SI KEYWORDS:**

Shake Shimmy Vibrate

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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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