



Service Bulletin

PRELIMINARY INFORMATION

Subject: Low Speed Vibration 30-35 MPH

Models: 2014 Chevrolet Silverado 1500
2014 GMC Sierra 1500

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

Some customers may comment on a vibration in the 30-40 MPH range. Electronic vibration analyzer readings may indicate a propeller shaft 1 disturbance.

Recommendation/Instructions

If Electronic vibration analyzer readings indicate a propeller shaft 1 disturbance, perform a visual inspection of the propeller shaft. Propeller shaft 1 disturbances are related to out of balance, bent or damaged propeller shafts. Working angles and u-joint concerns are NOT propeller shaft 1 related. Check for obvious signs of damage to the propeller shaft, dents, scrapes, under coating etc. If the propeller shaft is damaged replace the propeller shaft. Propeller shafts should be inspected as part of the visual inspection performed during pre-delivery inspection. Any damage resulting from transport should be handled appropriately. If the propeller shaft has undercoating that was over sprayed, the propeller shaft should be cleaned and over spray removed. Replacement of the propeller shaft due to over spray of undercoating applied either by the dealer or an aftermarket retailer is not covered by the factory powertrain warranty and should also be handled appropriately.

If propeller shaft inspection does not indicate any concerns, then record electronic vibration analyzer readings with the sensor placed inside the vehicle where the vibration is felt the most. Record both the Hz. and G readings. Rotate the propeller shaft 180* at the rear flange and re-evaluate. If the concern is eliminated no further action is needed. If the concern is better or worse but not eliminated, record electronic vibration analyzer readings both HZ and G. If concern was worse, return propeller shaft to original location. If concern was unchanged or better, then leave in current location. If propeller shaft re-indexing does not correct concern, contact technical assistance at the number you have been provided for further assistance.

Warranty Information

For vehicles repaired under factory warranty please use appropriate labor operation based on prop shaft configuration.

Labor Operation	Description	Labor Time
3020070	Universal Joint Replacement	Use Published Labor Operation Time
3020300	Two-Piece Propeller Shaft Replacement	Use Published Labor Operation Time
3020340	Rear Propeller Shaft Replacement	Use Published Labor Operation Time

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.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION