



Service Bulletin

PRELIMINARY INFORMATION

Subject: Tick/Ping Noise On Torque Reversal Or Load

Models: 2012 - 2013 Chevrolet Silverado Tahoe
2012 - 2013 GMC Sierra Yukon
2012 - 2013 Cadillac Escalade
With aluminum propshafts

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 tick ping noise on torque reversal (drive to reverse or reverse to drive) or load (park to either reverse or drive).

Recommendation/Instructions

Verify the source of the noise. If the noise is isolated to the propeller shaft, replace the propeller shaft. If the vehicle has a vehicle build date of January 1, 2013 or later please contact Technical Assistance at the number you have been provided to set up a case that will be used to return the part to G.M. Engineering. You still need to replace the propeller shaft and are encouraged to repair the vehicle using normal processes. Please have the current repair order number that the job will be billed out on for documentation.

For vehicles built prior to Jan. 1, 2013 please repair as needed.

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor 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.



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