



Service Bulletin

PRELIMINARY INFORMATION

Subject: Hollow or Knocking Noise that is Excited at Low Speeds of 15-20 MPH When Going Over Small Bumps and/or Uneven Road Surfaces

Models: 2013 Buick Verano
Equipped with 2.0L Engine (RPO LHU)

Condition/Concern

Some customers may comment on a hollow or a knocking noise that is excited at low speeds in the 24-32km/h (15-20 mph) range when going over small bumps and/or uneven roads surfaces.

Upon further inspection, a technician may also determine the noise is coming from the right hand engine mount.

Note: This engine mount is unique for the LHU engine.

This noise may be caused by an engine mount that is not dampening the engine/suspension vibrations as designed.

Recommendation/Instructions

Using a set of chassis ears (J-39570) or equivalent, verify that the noise is originating from the right hand engine mount. If the source of the noise is determined to be coming from the right hand engine mount, replace the engine mount. Refer to Engine Mount Replacement in SI.

Parts Information

Part Number	Description	Qty
23139958	Engine Mount	1

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
4067150	Engine Mount Replacement-Right Side	Use Published Labor Operation Time

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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