



# Service Bulletin

File in Section: -

Bulletin No.: PIE0243

Date: January, 2013

## PRELIMINARY INFORMATION

**Subject:** Engineering Information – Knock or Pop Type Noise from Front Suspension

**Models:** 2012-2013 Buick Verano  
Built After VIN Breakpoint C4141115

**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 knock or pop type noise heard from the front suspension at low speeds (less than 56 km/h (35 mph)) over small bumps in the road.

### 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

Verify the customer concern. Road test the vehicle and evaluate the noise at speeds less than 56 km/h (35 mph) over variable road surfaces (including mild pot holes, broken concrete, etc.). Please note the following:

- Is steering needed to induce the noise?
- Which road conditions and vehicle speeds allowed noise to occur?

If noise is confirmed, use the CH-39570 Chassis Ears, locating the sensors on each strut assembly (top of strut rod), the engine mount and stabilizer shaft links. Document the results and contact the engineer listed below for further instructions.

### Contact Information

Engineer Name	Phone Number
Bill Morris	586-291-7436

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
E9500*	Engineering Information – Front Suspension Noise	0.6 hr

<b>Labor Operation</b>	<b>Description</b>	<b>Labor Time</b>
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		