



# Service Bulletin

File in Section: -

Bulletin No.: P11019

Date: July, 2013

## 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 24-32 km/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 |