



Service Bulletin

File in Section: -

Bulletin No.: PIC5717B

Date: September, 2014

PRELIMINARY INFORMATION

Subject: Clunk Or Pop Noise Heard And Felt When Turning At A Stop Or Slow Speeds

Models: 2010 - 2013 Chevrolet Impala

This PI was superseded to update labor op. Please discard PIC5717A.

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

Condition/Concern

Some customers may comment that when turning the steering wheel at a stop or low speeds they hear a clunk or pop noise from the front of the vehicle. In addition to the noise the customer may also notice that they can feel the steering wheel thump/skip along with the noise.

Recommendation/Instructions

Technicians should confirm the clunk/pop noise and thump feel exists only at a stop or low speeds. The technician will also be able to observe the strut slip and stick by looking through the wheel well and looking at the top of the strut and having someone turn the steering wheel.

Replace the front suspension spring and strut bearing on the effected side.

Important: This condition is a noise and a feel and is not a durability issue.

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
8033790	Strut, Strut Component, or Spring Replacement	Use Published Labor Operation Time

Note: For alignment times, refer to labor operation 8070032 and add the applicable base time to base labor hours, and add the applicable add times to additional 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.