



Service Bulletin

File in Section: -

Bulletin No.: PI0197C

Date: July, 2014

PRELIMINARY INFORMATION

Subject: Front Suspension Thump or “Loose Lumber” Noise

Models: 2010-2015 Chevrolet Camaro

This PI has been revised to add the 2014-2015 Model Years and update the Warranty Information. Please discard PI0197B.

Condition/Concern

Some customers may comment about suspension noise coming from the front of the vehicle when driving at low/moderate speeds (16-40 km/h [10-25 mph]) over rough roadway surfaces (cracks, lightly broken surfaces). The sound has been described as a rattle, knocking, clunking or “loose lumber” noise. This sound should be of a relatively low volume and behave as a brief rumble or thud following impacts with rough roadways. The sound is non-metallic in nature and has a dull wooden character.

The “loose lumber” sound exists as a result of the basic component configuration and tuning that effect the ride, handling and steering of the vehicle.

Recommendation/Instructions

When a customer brings in a vehicle with front suspension noise, upon confirmation of the sound via a test drive, a brief inspection of the front suspension should be conducted (fastener torques, bushing/ball joint health). If no issues are found, the technician should confirm that the sound is/is not typical for the Camaro. (If needed, drive another Camaro and note the sound quality over small impacts.) If the sound is common in character with that of other Camaros, the customer should be informed that the vehicle is operating as intended and that the “loose lumber” sound is a normal suspension sound.

Customer Information

Please communicate to the customer that this condition is a normal operating characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle. Please share this information with the customer, including a copy of this message.

Warranty Information

If the noise is found to be a normal condition, please submit labor operation 8039929 (Customer Concern Not Duplicated (CCND) - Suspension); otherwise, utilize the labor operation for the repaired or replaced component.