



Service Bulletin

File in Section: -

Bulletin No.: PI1373

Date: December, 2014

PRELIMINARY INFORMATION

Subject: Rear Passenger Ride Characteristic Concern

Models: 2015 Chevrolet Express 2500-3500 Passenger Vans
2015 GMC Savana 2500-3500 Passenger Vans
Fleet Vehicles Only (V-Ride)

Condition/Concern

Some customers may comment on the ride characteristics for the rear passengers. This condition may be due to the vehicle shock absorber performance.

Recommendation/Instructions

To resolve this condition, replace the front and rear shock absorbers. Refer to the Shock Absorber Replacement in SI.

Parts Information

Part Number	Description	Qty
23296352	Absorber, FRT SHK	2
23296353	Absorber, RR SHK	2

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
8033591	Front Shock Absorber Replacement – Both Sides	Use Published Labor Operation Time
8044751	Rear Shock Absorber Replacement – Both Sides	Use Published Labor Operation Time