



# Service Bulletin

File in Section: -

Bulletin No.: PI1373A

Date: December, 2014

## PRELIMINARY INFORMATION

**Subject:** Rear Passenger Ride Characteristic Concern

**Models:** 2014-2015 Chevrolet Express 2500-3500 Passenger Vans  
2014-2015 GMC Savana 2500-3500 Passenger Vans  
Fleet Vehicles Only (V-Ride)

**Attention:** This PI also applies to any of the above vehicles that may be Middle East and Israel Export vehicles.

This PI has been revised to add the 2014 Model Year. Please discard PI1373.

### 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