



Service Bulletin

PRELIMINARY INFORMATION

Subject: Front End Noise While Driving Over Bumps or During Low Speed Turns

Models: 2012 Chevrolet Express HD
2012 GMC Savana HD
Built Between March 6, 2012 and March 17, 2012

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

Condition/Concern

Some customers may comment on a noise originating from the front of the vehicle while driving over bumps or during low speed turns. This may be caused by a loose left front side lower control arm rear mount nut and bolt.

Recommendation/Instructions

If the above condition exists, follow the procedure below.

1. Raise the vehicle on the hoist.
2. Check to confirm the torque on the following fasteners (both left and ride side of vehicle):
 - Upper Control Arm — 175 N m (129 lb ft)
 - Lower Control Arm — 155 N m (114 lb ft)
 - Engine Crossmember — 135 N m (100 lb ft)
3. If any of the fasteners were loose, visually inspect the frame and any surrounding components for any damage and replace as necessary.

Note: You may have to loosen the fasteners to fully inspect the frame holes or other components for any other damage.

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
8080148*	Tighten Control Arms and Engine Crossmember Fasteners	0.4 hr

*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION