



Service Bulletin

PRELIMINARY INFORMATION

Subject: Diagnostic Tip - Rattle Squeak Clunk Thump Bump Noise From Front Suspension

Models: 2007 - 2016 Cadillac Escalade Models
2007 - 2013 Chevrolet Avalanche
2007 - 2016 Chevrolet Silverado, Suburban, Tahoe
2007 - 2016 GMC Sierra, Yukon Models

This PI was superseded to update model years. Please discard PIT5049A.

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

Condition/Concern

Dealers may find that there is a rattle, squeak, clunk, thump, bump, etc. type noise from the left or right front suspension and cannot isolate the source of the noise.

Recommendation/Instructions

If normal diagnostics do not lead to the source of the noise, inspect the opposite side shock/strut for the cause of the concern. The noise may appear to be coming from the opposite side of the vehicle making it difficult to diagnose.

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.

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.



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