



Service Bulletin

PRELIMINARY INFORMATION

Subject: Engineering Information – Pop, Clunk, Rattle or Rubbing Noise from Rear of Vehicle and/or Vehicle Sags or Leans to the Rear

Models: 2006-2010 HUMMER H3, H3T

Attention: Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — Refer to the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

Condition

Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.

Some customers may comment on one or more of the following conditions:

- Pop, clunk, squeak, banging, rattle or rubbing noise from rear of vehicle.
- Vehicle sags or leans to the rear.

Cause

GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Instructions

If you encounter a vehicle with the above concern, complete the following and contact one of the engineers below.

1. Raise and support the vehicle. Refer to Lifting and Jacking the Vehicle in SI.
2. With the vehicle in the air, inspect the rear leaf spring assemblies near the spring eyes for any cracks or breaks. If during inspection you notice the rear leaf spring assembly has visible cracks or is broken, note the following:
 - Mileage on vehicle?
 - Usage city/location?
 - Private or commercial use?
 - Any known history of rear leaf spring replacement or repair at the spring eyes or U-bolts?
 - If prior repair, what was the repair for and when did the repair take place?
 - Any known vehicle accident history?
 - If the vehicle was in an accident, when was the incident and what was repaired?
 - Where is the visible damage to the rear leaf spring assemblies in relation to the spring eyes?
3. Submit pictures of the damaged rear leaf spring assembly.

Note: Pictures should be sent to the following email addresses: John.Cruitt@gm.com & Oleg.Basin@gm.com

Contact Information

Engineer Name	Phone Number
John Cruitt	586-907-4868
Oleg Basin	586-907-2969

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

The contacted engineer will provide the correct labor operation for this engineering information request.

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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