



Service Bulletin

PRELIMINARY INFORMATION

Subject: Various Vehicle Handling Concerns Suspension Noise Or Damaged Suspension Components Due To Vehicle Modifications

Models: 2007-2013 Cadillac Escalade EXT
2007-2017 Cadillac Escalade Models
2007-2013 Chevrolet Avalanche
2007-2017 Chevrolet Silverado, Suburban, Tahoe
2007-2017 GMC Sierra Models, Yukon Models

This PI was superseded to add 2017 Models. Please discard PIT5403A.

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

Condition/Concern

Some owners may comment on various handling, vehicle dynamics concerns, noises from the suspension or underbody, or issues related to damaged suspension components.

These concerns may occur if the vehicle's suspension system has been modified by using suspension lift or lowering kits, or making modifications to the vehicle including adjusting components beyond factory specifications such as, but not limited to adjusting torsion bar suspensions to change suspension height and/or aftermarket wheels and/or tires installed.

Recommendation/Instructions

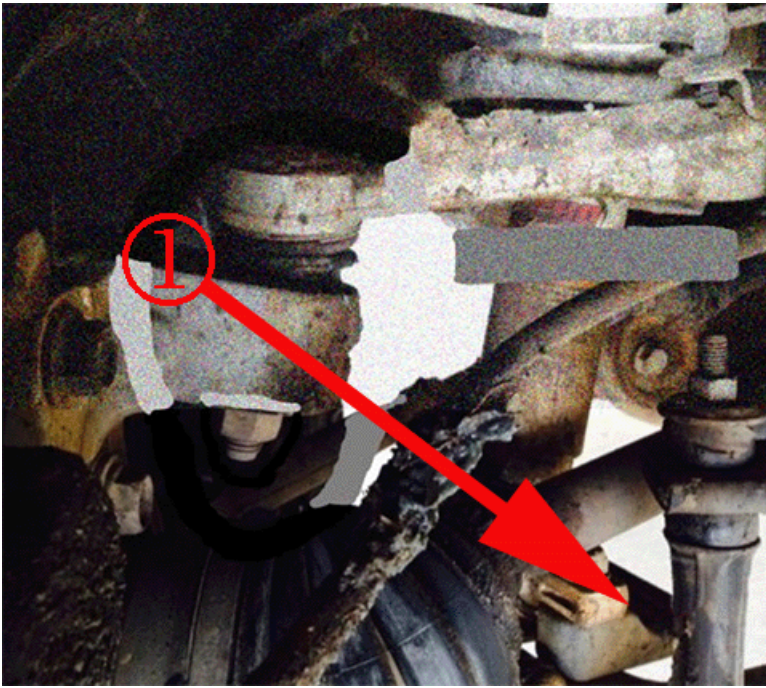
Before any in-depth diagnostics are performed, be aware that various issues could occur if the vehicle has been modified and inform the customer the conditions noted may not be covered under warranty.

Most of the larger lift kits are easy to identify because of the major modifications made as compared to a stock vehicle.

This bulletin will help identify some of the smaller changes that can still drive concerns.

If there is any question regarding potential modifications, compare the truck with concerns to a like vehicle looking for modified components.

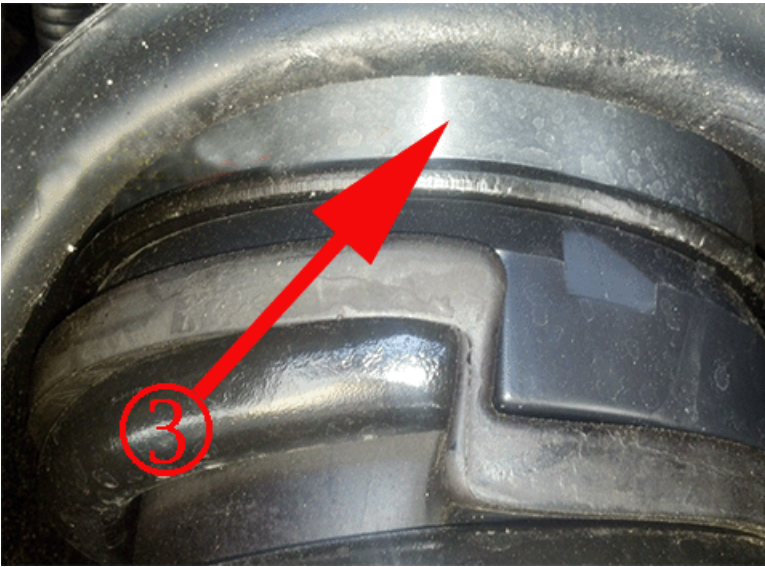
Inspect for installed aftermarket suspension components such as but not limited to the examples below:



1. Aftermarket lift kit block



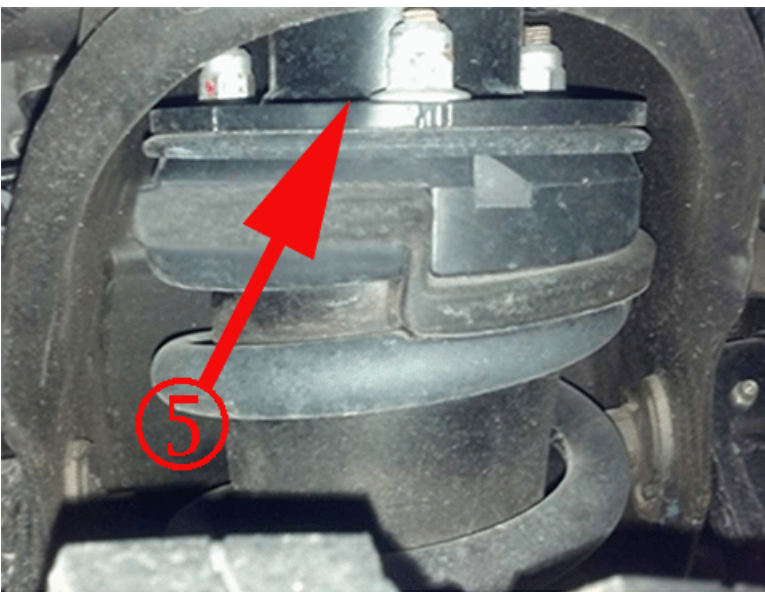
2. Aftermarket lift kit blocks removed from a truck



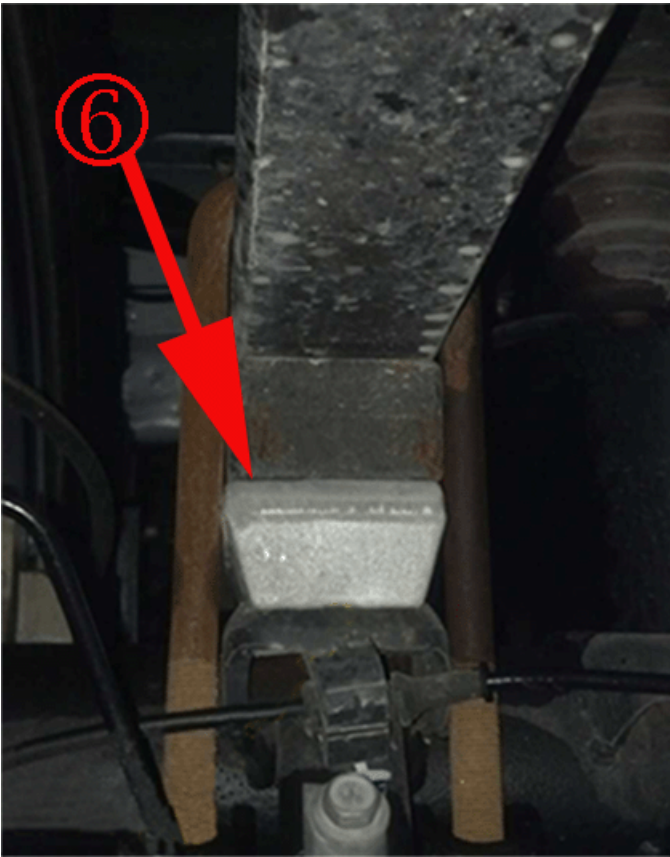
3. Aftermarket coil spring spacer



4. Aftermarket lift kit blocks installed



5. Aftermarket coil spring spacer



6. Aftermarket rear leaf spring lift block

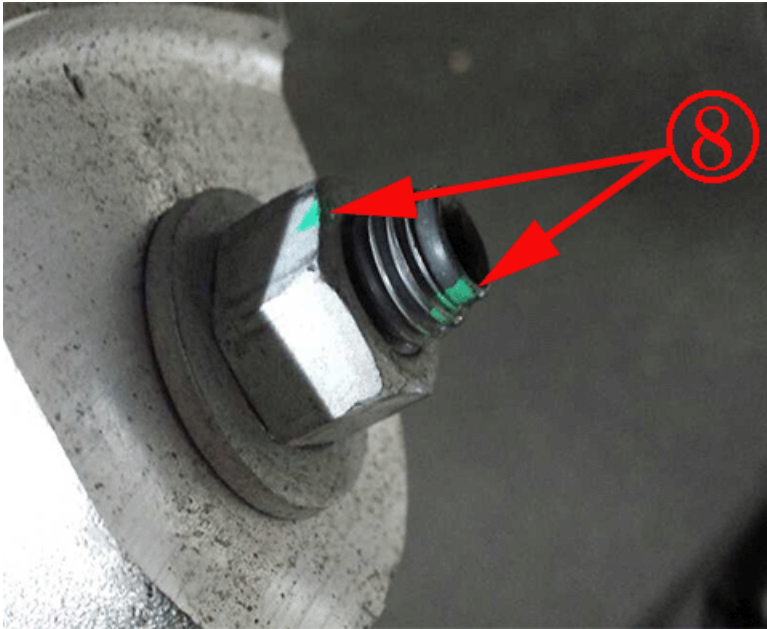
Inspect for improperly adjusted torsion bars (shown below #7) resulting in improper Z-height adjustments. For this example, the Z-height for this truck would be above the specifications but there is not an actual lift kit installed.



Below is an example of lift provided by improperly adjusting the z-height. In this example, the front suspension has been raised about 3 inches.



When determining if a vehicle has been modified additional clues can be found by inspecting for quality control marks (shown below #8) from the factory that are not aligned (especially on new trucks):



Note: The green quality control marks do not line up indicating this vehicle has been tampered with.

Warranty Information

Any concerns or damage that occurs as a result of vehicle modification may not be covered under the Terms of the New Vehicle Limited Warranty. Reference the latest version of TSB 09-00-89-016 (Warranty Administration – Labor Operation 0600014 – Suspected Tampering or Vehicle Modifications) if needed.

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.

Additional SI Keywords

align alignment axle ball bar break broke broken control C0710 damage drag end front high inch inches inner joint kit left lift link loose low lower lowering modify noise outer plow rack rear right rod snow stabilitrak stability steer steering susp suspension sway tcs tie tire tires torsion traction turn underbody unwanted unwanted upper wear wheel wheels worn

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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