

**Subject:** Engineering Information – Knocking Noise Under Light Load

**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.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2012	2016			LLT	All
Chevrolet	Traverse	2012	2016			LLT	All
GMC	Acadia	2012	2016			LLT	All

Involved Region or Country	North America
Additional Options (RPO)	Equipped with ENGINE-GAS, 6 CYL, 3.6L, SIDI, V6, ALUM (RPO LLT)
Condition	<b>Important:</b> If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment of a knocking noise from the engine under light load while driving with engine speed between 1100 and 1800 rpm. Generally this noise will be heard inside the vehicle more prominently than under the hood.
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.

**Correction**

**Important:** Do NOT replace any parts for this condition.

If you encounter a vehicle with the above concern, using chassis ears, listen for this knock at the intake manifold and at the lower engine. This knock may sound like a piston or rod knock. If the noise is more noticeable in the intake manifold, call the engineer listed below for further direction.

**Contact Information**

Engineer Name	Phone Number
Charles Allen	(248) 878-1599

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

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
4081438*	Engineering Information – Knocking Noise Under Light Load	0.6 hr
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		