

Subject: Engineering Information – Noise Originating from Front Shock/Strut While Traveling at Low Speeds and/or Going Over Bumps

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		
Chevrolet	Silverado	2017	2017			All	All
GMC	Sierra	2017	2017			All	All

Involved Region or Country	North America
Additional Options (RPO)	Silao, Mexico Plant Code (VIN): G
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 a noise (rattle, clunk, grind, etc.) coming from the front of the vehicle at low/moderate speeds, accelerating, stopping, or while traveling over bumps.
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

If you encounter a vehicle with the above concern, verify that the noise is originating from the left or right shock/strut and not the lower control arm or steering components. To verify the noise, complete the following :

1. Using chassis ears, place one chassis ear on the lower control arm near the shock attachment.
2. Place the other chassis ear on upper shock mount preferably under the hood near the shock tower.

Once noise is verified to be originating from the shock/strut, contact one of the engineers listed below.

Contact Information

Engineer Name	Phone Number
Christopher Cesarini	(586) 683-8925
Rob Marble	(586) 713-6797

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
8080268*	Engineering Information – Noise Originating from Front Shock/Strut While Traveling at Low Speeds and/or Going Over Bumps	0.5 hr

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 It will not be published in the Labor Time Guide.

Version	1
Modified	