



Service Bulletin

TECHNICAL

Subject: Outside Noise Heard from Back of Cab

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado	2017	2017	Fort Wayne — HZ192282 Flint — SOP Silao — HG285941	HZ236625 HF148897 HG386057	All	All
GMC	Sierra	2017	2017				

Involved Region or Country	North America and N.A. Export Regions
Condition	Some customers may comment on hearing outside noise from the back of vehicle cab.
Cause	The cause of the condition may be a window of vehicle builds involved a cab insulator supplier change in which a 2D design was installed which didn't comply with previous 3D insulator acoustic performance.
Correction	Inspect the vehicle's rear cab insulator to verify which design it currently has and continue to the repair recommendation in the Service Procedure below.

Parts Information

Use the vehicle identification number (VIN), SI, and the GM Electronic Parts Catalog to determine the proper part to order.

Warranty Information

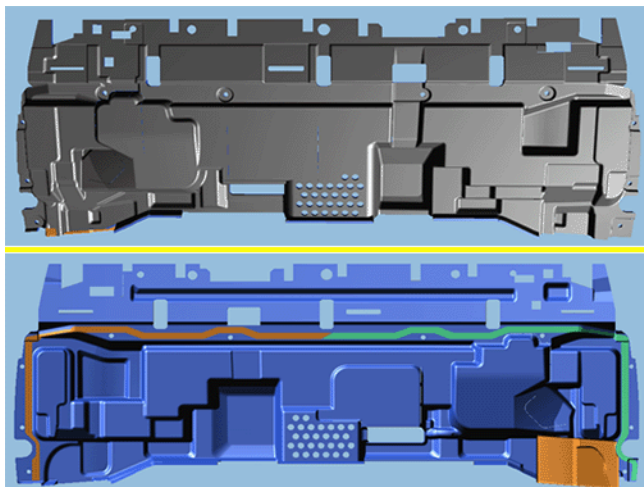
For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
1047400	Body Rear Panel Insulator Replacement	Use Published Labor Operation Time

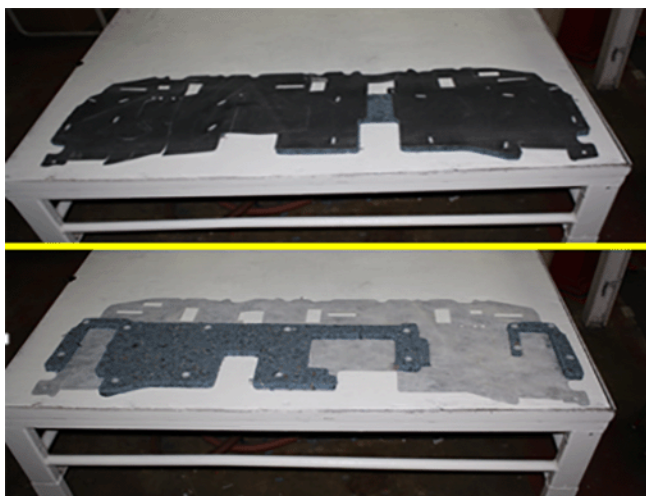
Service Procedure

Note: Replacement of the insulator should only be performed on vehicles that fall between the breakpoints noted above.

Inspect the rear cab insulator to verify which insulator the vehicle contains:



- If the vehicle contains the **3D** insulator shown in the front and rear view examples above, DO NOT replace the insulator. No further repairs are recommended.



- If the vehicle contains the **2D** insulator shown in the front and rear view examples above, acoustic performance can be gained by replacing the insulator with the **3D** design. Replace the body rear panel insulator. Refer to *Body Rear Panel Insulator Replacement* in SI.

Version	1
Modified	

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 this information.



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