



Service Bulletin

File in Section: -

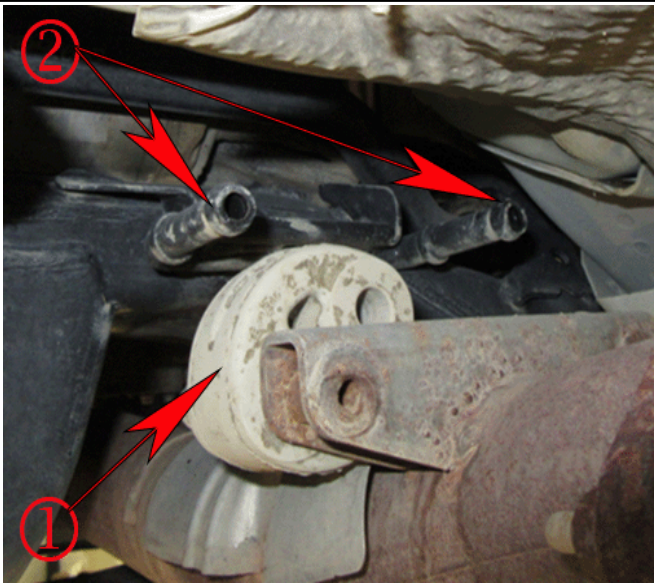
Bulletin No.: 17-NA-380

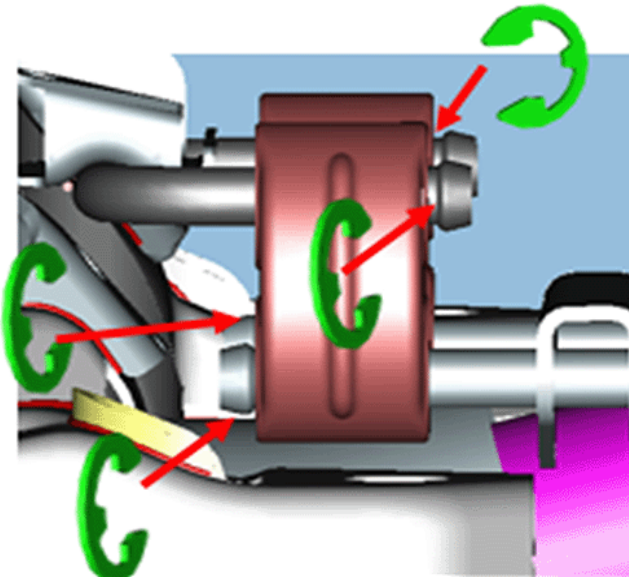
Date: December, 2017

TECHNICAL

Subject: Rattle Type Noise Heard from Underneath Vehicle

| Brand: | Model: | Model Year: | | VIN: | | Engine: | Transmission: |
|-----------|---------|-------------|------|------|----|---------|---------------|
| | | from | to | from | to | | |
| Chevrolet | Equinox | 2018 | 2018 | | | | |
| GMC | Terrain | | | | | | |

| | |
|-----------------------------------|---|
| Involved Region or Country | North America and N.A. Export Regions |
| Condition | Some customers may comment on a rattle type noise heard from underneath the vehicle. |
| Cause |  <p>This condition may be caused by the isolator (1) being separated from the cradle hangers (2).</p> <p>4895575</p> |

| | |
|--------------------------|--|
| <p>Correction</p> |  |
| | <p>4896031</p> |
| | <p>Install up to 4 clips onto the exhaust and cradle hanger, between the head and the insulator.</p> |

Parts Information

| Causal Part | Description | Part Number | Qty |
|-------------|-------------|-------------|----------|
| N/A* | RING | 4 | 11601779 |

*For warranty transactions, DO NOT mark this/these parts as the Causal Part. Enter the word "Bulletin" in the Causal Part Description free-flow text field.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

| Labor Operation | Description | Labor Time |
|--|---|------------|
| 4081948* | Installing Clips onto the Exhaust and Cradle Hanger | 0.3 hr |
| *This is a unique Labor Operation for Bulletin use only. | | |

| | |
|-----------------|----------------------------|
| Version | 1 |
| Modified | Released November 28, 2017 |

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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