



Service Bulletin

File in Section: -

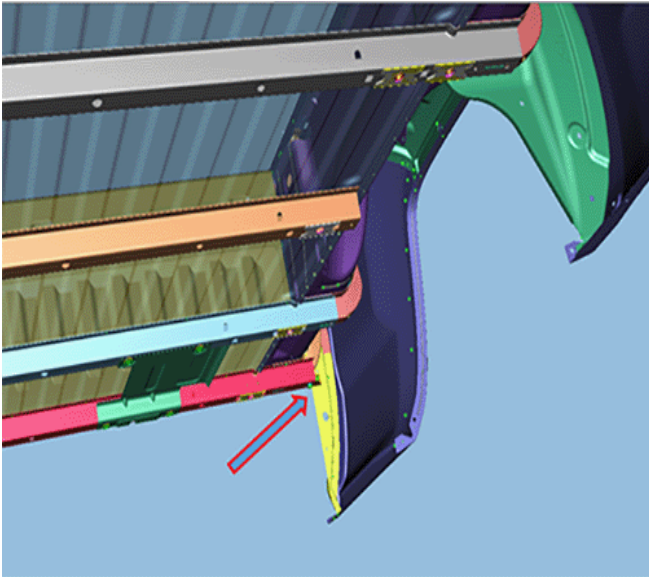
Bulletin No.: 17-NA-392

Date: December, 2017

TECHNICAL

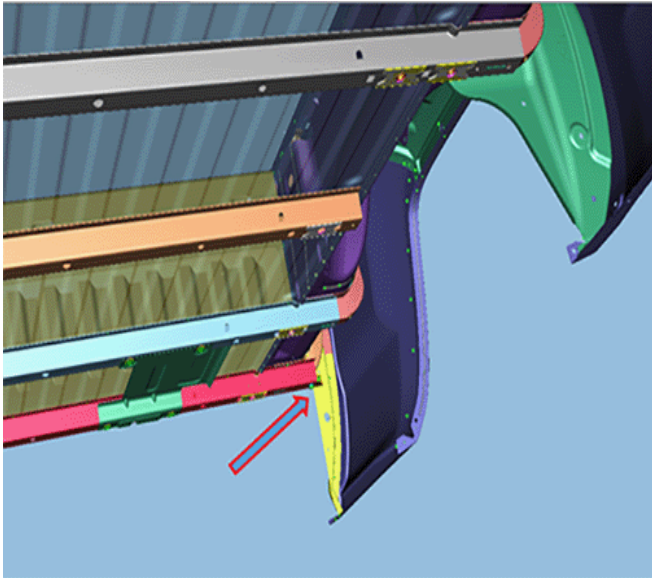
Subject: Rattle/Rattling Noise Coming From the Rear Passenger Side Floor of the Cab

Brand:	Model:	Plant Location	Model Year:		VIN:		Engine:	Transmission:
			from	to	from	to		
Chevrolet	Silverado	Character Z, VIN Position 11,	2018	2018	1GCVKPEC-9JZ151427	1GTV2MEC-5JZ156574	All	All
GMC	Sierra							

Involved Region or Country	North America, N.A. Export Regions
Additional Options (RPOs)	
Condition	Some customers may comment on hearing a rattling noise coming from the rear passenger side floor of the cab.
Cause	<div></div> <p>4918362</p> <p>The cause of the condition may be that a small population of trucks built at the Fort Wayne Assembly Plant may have a pickup box brace that can loosen due to insufficient torque of the passenger side attachment bolts. Once loose, the brace may move slightly causing a rattling noise.</p>
Correction	Verify the condition, and repair as necessary, following the Service Procedure below.

Service Procedure

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



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2. Inspect the right front pickup box cross member brace for looseness.



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3. If found to be loose, re-torque both attachment bolts (1) to 25 N•m (18.5 lb ft).
4. Lower the vehicle.

Parts Information

No parts are required for this repair.

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
1480968*	Tighten Pickup Box Brace Bolts	0.3 hr
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		

Version	1
Modified	Released December 08, 2017