



Service Bulletin

File in Section: -

Bulletin No.: 17-NA-151

Date: August, 2017

TECHNICAL

Subject: Outside Noise Heard from Back of Cab

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado	2016	2016	Flint - GT12UEG 9GF2 52901	Flint - 1GC4 KYC86 GF297584	All	All
GMC	Sierra	2016	2016	Fort Wayne - 1GTV 2MEH 1GZ364746	Fort Wayne - 1GCVK RECXG Z429370		
Chevrolet	Silverado	2017	2017	Flint - 1GC1KX EY9 HF1 00001	Flint - 1GT12U EY1H F100069		
GMC	Sierra	2017	2017	Fort Wayne - 1GC 2KWE Y5HZ 100025 Silao - 3GCU K TEJX H G134052	Fort Wayne - 1GCN KNE C7HZ19 2282 Silao - 3GCPC REH3 HG285 941		

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.

Service Procedure

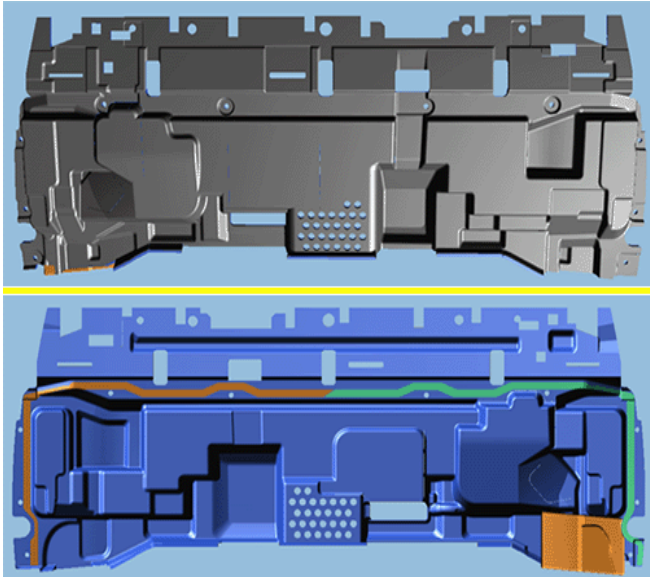
Note: Replacement of the insulator should only be performed on vehicles that fall between the breakpoints noted above.

Warranty Information

For vehicles repaired under warranty, use:

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

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



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- 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.



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- 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	2
Modified	August 24, 2017 – Added 2016 Model Year and Updated VIN Breakpoints

