

Subject: Engineering Information — Vehicle Vibration when Driving on Smooth Roads at Speeds Between 64 - 113 kph (40 - 70 mph)

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 Service Bulletin 04-00-89-053E for more details on the use of Engineering Information bulletins.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Equinox	2018	2018			All	All

Involved Region or Country	North America
Condition	<p>Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.</p> <p>Some customers may comment on a vehicle vibration when driving on smooth roads at speeds between 64 - 113 kph (40 - 70 mph).</p>
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, complete the following:

1. Test drive to verify customer concern.
2. Remove tires and mark with location of which tire was removed from. (example: LF, LR, RF, RR)
3. Measure all 4 tire/wheel assemblies for static weight balance and check Road Force and document the results. Refer to *Tire and Wheel Balancing* in SI.

Important: Do not make any corrections until contacting engineer.

4. Inspect the wheel weights on each assembly for any issues. (loose, missing, etc.)

- If concerns are noticed with wheel weights, take pictures.

Note: Pictures should be sent using the Field Reporting Process. Submit a report as outlined in the latest version of Corporate Bulletin Number 02-00-89-002 (U.S. Dealers) or 10-00-89-006 (Canada Dealers). The report must include the PIE number for warranty claim payment.

5. Contact the engineer listed below with findings.

Contact Information

Engineer Name	Phone Number
Steve Ellison	248-670-8139

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
8080338*	Engineering Information — Vehicle Vibration when Driving on Smooth Roads at Speeds Between 64 - 113 kph (40 - 70 mph)	0.9 hr

* This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.
