



Service Bulletin

File in Section: -

Bulletin No.: 18-NA-049

Date: February, 2018

TECHNICAL

Subject: Clunk or Growl Noise Coming From Rear of Vehicle and/or Rear End Binding When Turning or Backing Up

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Encore	2013	2016				
Chevrolet	Trax						

Involved Region or Country	North America
Additional Options (RPOs)	F46
Condition	<p>Some customers may comment on one or more of the following conditions:</p> <ul style="list-style-type: none"> • Clunk or growling noise from the rear of vehicle • Rear differential binding when turning or backing up <p>Some technicians may find a fluid leak coming from the rear differential during inspection.</p>
Cause	This condition may be caused by loss of fluid as a result of corrosion or excessive wear to the Rear Differential housing.
Correction	<div style="text-align: center;"> </div> <p style="text-align: right;">4970620</p> <p>Note: Do Not replace the rear differential for a fluid leak unless caused by the conditions outlined in this bulletin.</p> <p>If the clunk or growling noise has been isolated to the rear differential, proceed to inspect the rear differential for signs of corrosion (1), cracking or leaking (2):</p> <ul style="list-style-type: none"> • If excessive signs of corrosion have led to cracking and/or leaking from the rear differential, please take pictures of the area of concern, attach to the claim to the report and proceed to the Service Procedure section in this bulletin. • If no visual defects are found at the rear differential, refer to SI for further diagnostics.

Service Procedure

Replace the rear differential carrier assembly. Refer to Differential Carrier Assembly Replacement in SI.

Parts Information

Causal Part	Description	Part Number	Qty
x	CARRIER, DIFF	Refer to EPC	1

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
3031160	Differential Carrier Assembly Replacement	Use the Published Labor Operations Time

Version	1
Modified	Released February 16, 2018

