



## Preliminary Information

### PIT5214D GM TAC Support of Vehicle Vibration Complaints - U.S. and Canada Dealers Only

Models

| Brand: | Model: | Model Years: | VIN: |     | Engine: | Transmissions: |
|--------|--------|--------------|------|-----|---------|----------------|
|        |        |              | from | to  |         |                |
| All    | All    | 2010 - 2019  | All  | All | All     | All            |

Supersession Statement

This PI was superseded to update Model Years and Recommendation/Instructions. Please discard PIT5214C.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition / Concern

**GM has identified that multiple repair attempts are being performed on Customer vehicles that exhibit vibration conditions without utilizing the support of GM Technical Assistance Center (GM TAC).**

Recommendations / Instructions

**To improve the effectiveness of resolving vehicle vibration complaints and improve customer satisfaction, General Motors has implemented the following guidelines effective immediately.**

- 1. If valid vibration frequency or RFV (Road Force Variation) data has been collected and a repair attempt does not correct the customer complaint, contact GM TAC for further support. Do NOT make further repair attempts.**
- 2. For any vehicle that remains unrepaired after being at the dealer for three (3) days or more and a related bulletin or PI is not found, contact GM TAC for further support.**

**Important: As reflected in the latest version of [PIP5601](#), a PICO scope snapshot is required to be sent to the TAC snapshot database ([TACSNAPSHOT@gm.com](mailto:TACSNAPSHOT@gm.com)) in the U.S. or [TACSNAPSHOTCANADA@gm.com](mailto:TACSNAPSHOTCANADA@gm.com) in Canada prior to calling TAC on vibration complaints. If a snapshot has not been sent to the TAC snapshot database the TAC consultant will provide the dealer with a case number and request a snapshot be sent prior to repair direction being provided for a vibration complaint. Pertinent information about the vehicle should be known (i.e. tire measurements, aftermarket equipment, etc.) along with as much of the "Vibration Analysis Worksheet" completed as per TSB [03-00-91-001](#) prior to contacting TAC as the TAC consultant will need to document this information in the case.**

**Note: The PICO Scope (CH-51450A Oscilloscope Diagnostic Kit) is GM's "essential tool" for vibration analysis. (Please reference SI document entitled "Oscilloscope Diagnostic Kit Description and Operation" for PICO scope setup and usage information.) It's very important technicians are properly trained in its usage. Without a Pico Scope, it can be difficult if not impossible to properly diagnose vibration concerns. This tool will (when properly configured) provide source, frequency, order, and amplitude of a given vibration. As a baseline, all vibration measurements should be from the driver's side inboard seat track.**

**Technicians should reference the latest version of the following TSBs for such Customer complaints:**

| TSB                          | Description   |
|------------------------------|---|
| <a href="#">PIP5601</a>      | Vehicle Vibration Diagnosis and TAC Requests For Assistance With Vibration Related Complaints                       |
| <a href="#">PI1354</a>       | Information on Vibration Analysis and Diagnostic  |
| <a href="#">03-00-91-001</a> | Vibration Analysis Worksheet  |
| <a href="#">10-03-10-001</a> | Revised Wheel Balancer Mounting Instructions (HD Models Only)   |
| <a href="#">00-03-10-006</a> | Information on Tire Radial Force Variation (RFV)  |
| <a href="#">09-03-10-016</a> | Wheel Balancing Machine Finish Damage to Chrome Clad or ChromeTech® Wheels  |
| <a href="#">03-03-10-007</a> | Information on Tire/Wheel Characteristics (Vibration, Balance, Shake, Flat Spotting) of GM Original Equipment Tires |

12-03-10-001

Vibration Shortly After Tires are Mounted/Preventing Vibration from Wheel Slip (Tire Sliding on Wheel)

As a reminder, the "Vibration Diagnosis and Correction" section of SI can be found under General Information. Otherwise, GM TAC highly recommends that all Service Advisors are familiar with and retain a copy of the "Customer Concern Verification Sheets" (found in the latest version of TSB 01-00-89-010) - allowing them to properly capture specific details about the area of the vehicle and under what driving conditions a Customer is experiencing a vibration.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

#### Additional SI Keywords

shake shimmy vibrate



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