



# Preliminary Information

## PIT5647 Click or Tick Noise from Rear of Vehicle at Low Speeds When AWD is Engaged

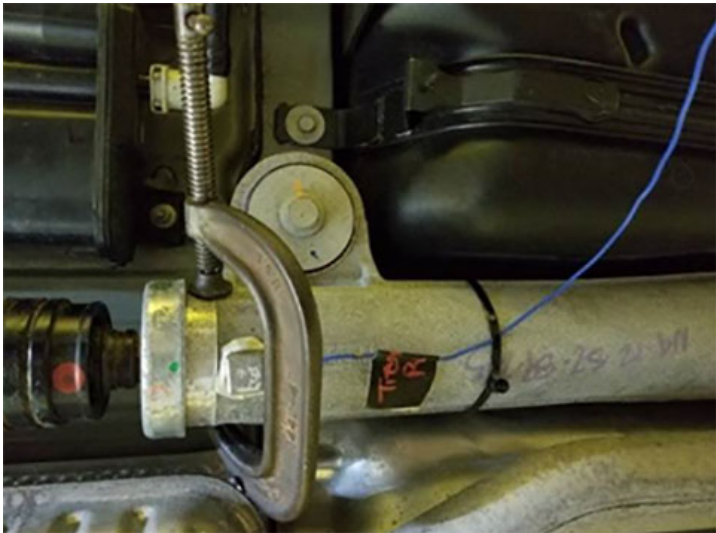
### Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Equinox	2018 - 2019	All	All	All	All
GMC	Terrain	2018 - 2019	All	All	All	All
Holden	Equinox	2018 - 2019	All	All	All	All

Involved Region or Country:	North America
Additional RPO/s:	F48
Condition:	Some customers may comment on a click or tick noise originating from the rear of the vehicle when traveling at slow speeds (Approximately less than 25 mph or 40 kph) while AWD is engaged.
Cause:	GM Engineering is attempting to determine the root cause of the above condition.

### Service Procedure:

- 1 - With the vehicle securely lifted on a hoist, operate the vehicle to activate the All-Wheel Drive system.
- 2 - Control/confirm the noise is present by placing a C-Clamp over the torque tube in the specified location below.



Once noise is confirmed, please move to step 3

In addition to the service procedure, please document the following information and send to:

Gary Basile

gary.basile@gm.com

#### 1. Vehicle Information

- VIN
- Mileage

#### 2. Rear Differential Serial Number

Located on top of the differential housing beneath the control module (Example shown below)



3. Torque Tube Casting Code

Located on the bottom of the torque tube, can be seen with vehicle on hoist (example shown below)



3 - Remove Propshaft Assembly from vehicle per service procedure and then Re-install original Propshaft back into vehicle (make sure to align balance marks as well as replace snap rings and O-rings per service procedure).

4 - Check to see if the noise is still audible on the hoist, and perform a subjective road test.

- If the noise continues to persist, order & replace the Torque Tube per service procedures and please contact:

Gary Basile  
248-897-1233  
[gary.basile@gm.com](mailto:gary.basile@gm.com)

- If the noise is eliminated, release the vehicle back to the customer.

Warranty Information

For vehicles repaired under the Powertrain coverage, use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation:	Description:	Labor Time:
3080288	Engineering Information - Click or Tick Noise from Rear of Vehicle at Low Speeds When AWD is Engaged	0.4 Hrs

Version History

Version	1
	12/18/2018 Created on.

