



Service Bulletin

Bulletin No.: PIE0504

Date: February, 2019

ENGINEERING INFORMATION

Subject: Engineering Information – Scraping Noise Heard Under Vehicle While Driving

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

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado	2011	2017			Equipped with 6.0L Engine (RPO L96)	
GMC	Sierra						

Involved Region or Country	North America
Additional Options (RPO's)	Equipped with FUEL TANK-DUAL TANK, FRONT TANK 23.5 GAL (89L) REAR TANK 40 GAL (151L) (RPO N2N)
Condition	Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment on a scraping noise heard from under the vehicle while driving.
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, perform the following and contact the engineer listed below with your findings.

1. Check and record all DTCs current and in history.
2. Using a scan tool, check the FLS voltage on the front and rear fuel tanks.
3. Put the vehicle the hoist and inspect for damage on the tank and shield.
4. Check to determine if the rear fuel tank pump relay is stuck on.
5. Contact the Engineer for the following steps

Contact Information

Engineer Name	Phone Number
Andrew Carson	(586)-552-9913

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
3080328*	Engineering Information – Scraping Noise Heard Under Vehicle While Driving	0.5 hrs
* This is a unique labor operation for bulletin use only.		

Version	1
Modified	Released February 04, 2019