



Service Bulletin

Bulletin No.: 18-NA-043

Date: May, 2019

TECHNICAL

Subject: Clicking Noise from Front of Vehicle with Wheels Straight Ahead on Acceleration Tip In/Tip Out or While Turning at Low Speeds

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2017	2019			All	All
Cadillac	XT5						
Chevrolet	Traverse						
GMC	Acadia						

Involved Region or Country	North America and NA Export vehicles
Condition	Some customers may comment on a clicking noise from the front of the vehicle with the wheels straight during torque changes (tip in/ tip out) or while turning at low speeds.
Cause	This condition may be caused by improper torque on the drive axle nut or an interaction between the wheel mounting face and the wheel mounting surfaces on the brake rotor.
Correction	Refer to the below steps to determine the proper procedure to correct the condition.

Service Procedure

Drive forward with wheels straight ahead and press and release the accelerator as in a tip-in/tip-out operation. Does it Click? If yes proceed to Step 1 listed below. If no, proceed to *How to Determine if Wheel to Rotor Interface Click Noise is Present.*

Steps

Step 1:

If click occurs on tip-in/tip-out, retorque axle nut and retest. If click is gone, replace axle nut and washer per bulletin 17-NA-143 .

Step 2:

Remove front wheels and follow the wheel and rotor interface clean procedure per bulletin 17-NA-271 .

How to Determine if Wheel to Rotor Interface Click Noise is Present

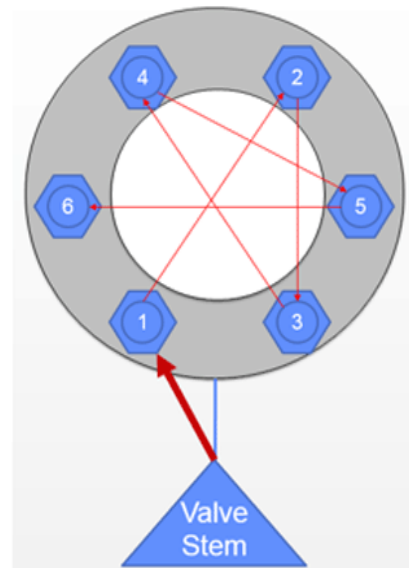


1. Ensure you have an area where a full turn circle or a figure 8 can be achieved.
2. Ensure surface to be driven provides a good tire grip.

Note: Sandy surface may let tires slide reducing loading.

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3. Once in position ensure you don't have any obstruction as you do a turn circle.
4. Open the windows and put the steering wheel to a full right or left position.
5. Proceed to let the vehicle coast at idle speed 2–5 mph (3–8 km/h)
 - Verify if condition is also present in a reverse movement.
 - To increase load, increase speed 5-10 mph (8–16 km/h) if space allows.
6. Repeat steps 3-5 turning opposite of initial turn.
7. Listen for a metallic clicking noise through the turn.



Does it Click? If Yes, perform the Torque Check Procedure. If the wheel lug nuts were not at the proper torque then torque wheel lug nuts and retest. If they were at the proper torque or still click after tightening, proceed to step 2.

Torque Check Procedure

1. Ensure you have the vehicle on the ground, set in park, and with the Brake Park applied.
2. Torque check should be done with a calibrated torque wrench in the tightening direction.
3. Set tool to Nm units.
4. Position yourself in a comfortable position to properly engage the torque wrench.
5. With a continuous motion/force on the tool torque to tighten.
6. Once nut breaks static quickly stop force and read measurement.
7. Follow the torque check pattern provided above and record torque number in the chart.
8. If the lug nuts were not at the correct torque spec then tighten to the specification and perform *How to Determine if Wheel to Rotor Interface Click Noise is Present*.
9. If the clicking noise is still present then perform the wheel to rotor cleaning procedure in bulletin 17-NA-271.
10. If the noise is gone then no repairs need to be performed. The noise was due to the loose lug nuts.

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Left Front	Torque (Nm)	Torque Check	
		Front	Right Front
1			1
2			2
3			3
4			4
5			5
6			6

Left Rear	Torque (Nm)	Torque Check	
		Rear	Right Rear
1			1
2			2
3			3
4			4
5			5
6			6

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
8080378*	Torque Check Front and Rear Wheels	0.3 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	2
Modified	Released February 08, 2018 Revised April 30, 2019 – Added 2019 Model Year.

