



# Service Bulletin

Bulletin No.: 18-NA-136

Date: May, 2019

## TECHNICAL

**Subject:** Rattle, Loose Lumber Type Noise or Popping/Clunking Type Noise Coming from Rear Suspension

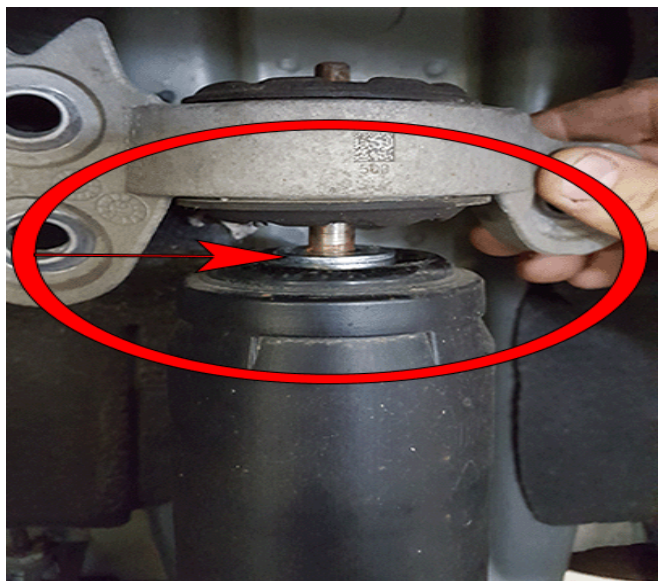
Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	LaCrosse	2016	2018				
Chevrolet	Malibu						

Involved Region or Country	North America and N.A. Export Regions
Condition 1	Some customers may comment on a rattle, loose lumber type noise from the rear of the vehicle over bumps. The noise may be more noticeable at slow speeds, but can also be heard at higher speeds.
Condition 2	Some customers may comment on a popping/clunking type noise when making turns and braking when making turns. <b>Note:</b> Twisting of the body will increase the chance of this noise occurring.
Cause 1	This condition may be caused by the rear shock outer housing making solid contact with the shock mount isolation rubber.
Cause 2	This condition may be caused by the rear knuckle making solid contact, resulting in early failures with the bushings.
Correction 1	Install one washer on the top of BOTH rear shock absorbers following the Service Procedure Correction 1 listed below.
Correction 2	Replace the rear knuckle if adding the two washers <b>DOES NOT</b> resolve the rattling noise.

## Service Procedure

### Correction 1

1. Remove the rear tire and wheel assembly. Refer to *Tire and Wheel Removal and Installation* in SI.
2. Remove the rear wheelhouse liner. Refer to *Rear Wheelhouse Liner Replacement* in SI.
3. Using a suitable jack stand, support the lower control arm.
4. Remove the nut that attaches the top of the shock absorber to the mount. Push the shock absorber down to expose the upper part of the shock.



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**Note:** This will prevent contact of the shock to the rubber of the shock mount.

5. Install a washer on the rear shock absorber as shown above.
6. Reinstall the shock into the shock mount and tighten the nut.

#### **Tighten**

Tighten the nut to 20 N•m (15 lb ft).

7. Repeat steps 5–7 for washer installation on the other side.

**Important:** If the two washers do NOT resolve the rattling noise, the technician will need to replace the rear knuckle.

#### **Correction 2**

For 2016 LaCrosse ONLY, refer to *Rear Wheel Hub Bracket Replacement* in SI.

Replace the rear knuckle. Refer to *Knuckle Replacement* in SI.

## **Parts Information**

If necessary to replace, use the vehicle identification number (VIN), SI, and the GM Electronic Parts Catalog to determine the proper knuckle to order.

Causal Part	Description	Part Number	Qty
N/A*	WASHER	11602307	2

\*For warranty transactions, DO NOT mark this/these parts as the Causal Part. Enter the word "Bulletin" in the Causal Part Description free-flow text field.

## **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
8080418*	Installing Washer On the Top of Both Rear Shock Absorbers	0.8 hr
8041970	Rear Wheel Hub Bracket Replacement (2016 LaCrosse ONLY)	Use Published Labor Operation Time
8041920	Knuckle Replacement	
*This is a unique Labor Operation for Bulletin use only.		

<b>Version</b>	3
<b>Modified</b>	Released May 31, 2018 January 14, 2019 – Updated the Subject, added Condition 2, Cause 2, Correction 2, added text above parts table and added Warranty Information. April 26, 2019 – Added information to Correction 2 and Warranty Information for 2016 LaCrosse models.