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

<table>
<thead>
<tr>
<th>Brand</th>
<th>Model</th>
<th>Model Year:</th>
<th>VIN:</th>
<th>Engine:</th>
<th>Transmission:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Buick</td>
<td>LaCrosse</td>
<td>2016 to 2018</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chevrolet</td>
<td>Malibu</td>
<td></td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>

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.

Note: 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 DOES NOT 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.
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.

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### 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.

<table>
<thead>
<tr>
<th>Causal Part</th>
<th>Description</th>
<th>Part Number</th>
<th>Qty</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A*</td>
<td>WASHER</td>
<td>11602307</td>
<td>2</td>
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</tbody>
</table>

*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.

<table>
<thead>
<tr>
<th>Labor Operation</th>
<th>Description</th>
<th>Labor Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>8080418*</td>
<td>Installing Washer On the Top of Both Rear Shock Absorbers</td>
<td>0.8 hr</td>
</tr>
<tr>
<td>8041970</td>
<td>Rear Wheel Hub Bracket Replacement (2016 LaCrosse ONLY)</td>
<td>Use Published Labor Operation Time</td>
</tr>
<tr>
<td>8041920</td>
<td>Knuckle Replacement</td>
<td></td>
</tr>
</tbody>
</table>

*This is a unique Labor Operation for Bulletin use only.

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**Version**

3

**Modified**

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.

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GM bulletins are intended for use by professional technicians, NOT a “do-it-yourselfer”. They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.

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