



# Service Bulletin

Bulletin No.: 19-NA-089

Date: May, 2019

## TECHNICAL

**Subject:** Click or Tick Noise from Rear of Vehicle at Low Speeds, When AWD is Engaged

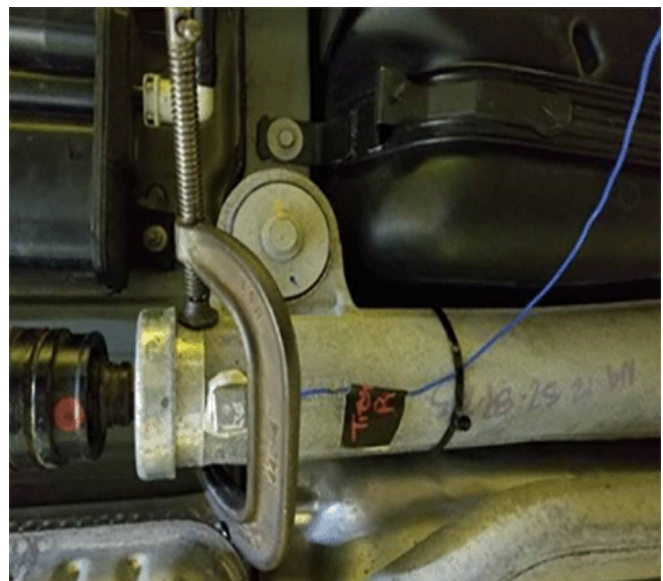
**This bulletin replaces PIT5647. Please discard PIT5647.**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Equinox	2018	2019			All	All
GMC	Terrain						
Holden	Equinox						

<b>Involved Region or Country</b>	North America, N.A. Export Regions
<b>Additional Options (RPOs)</b>	Equipped with CHASSIS DRIVE LINE-ALL WHEEL DRIVE (AWD)/FOUR WHEEL DRIVE(4WD), DRIVER SELECT (F48)
<b>Condition</b>	Some customers may comment on hearing 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.
<b>Cause</b>	The cause of the condition may be the connection interface of the prop shaft bearing in the torque tube, to the prop shaft.
<b>Correction</b>	Verify the condition and follow the repair suggestions in the Service Procedure below.

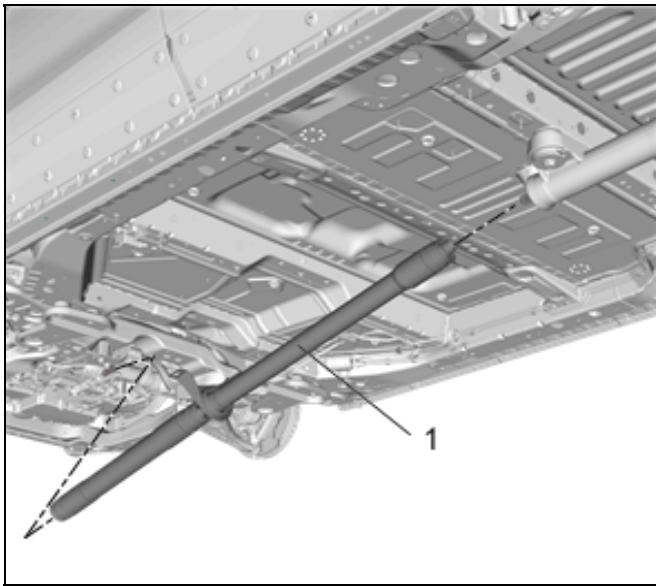
### Service Procedure

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle*, in SI.
2. With the vehicle securely lifted on a hoist, operate the vehicle to activate the All-Wheel Drive system.



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3. Control/confirm the noise is present by placing a C-Clamp over the torque tube in the location specified in the graphic above. Once noise is confirmed, move ahead to the next step.



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4. Remove the propeller shaft assembly (1) from the vehicle. Refer to *Two-Piece Propeller Shaft Replacement*, in SI.

**Important:** As referenced in the service procedure, make sure to align the balance marks, as well as replace snap rings and O-rings.

5. Then, re-install the original propeller shaft assembly back into vehicle. Refer to *Two-Piece Propeller Shaft Replacement*, in SI.
6. Check to see if the noise is still audible on the hoist.
7. Perform a subjective road test to determine if noise is still present.
  - If the noise continues to persist, order & replace the torque tube. Refer to *Driveline Torque Tube Replacement*, in SI.
  - 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
3080348*	R & R Prop Shaft, Verify Noise Eliminated	0.8 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	Released May 01, 2019

