

**Subject: Engineering Information – Noise Heard From Rear Shock Absorber**

**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		
Buick	Enclave	2018	2019			Equipped with 3.6L Engine (RPO LFY)	Equipped with Automatic Transmission (RPO M3W)
Chevrolet	Traverse						Equipped with Automatic Transmission (RPO M3V)

<b>Involved Region or Country</b>	North America
<b>Condition</b>	<b>Important:</b> If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment on noise heard from the rear shock absorber.
<b>Cause</b>	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, confirm using chassis ears that the noise is either coming from the LH and/or RH rear shock absorber and contact the engineer listed below with your findings.

**Contact Information**

Engineer Name	Phone Number
Tim Freeman	248-930-7664

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
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8080478*	Engineering Information – Noise Heard From Rear Shock Absorber	0.3 hr
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\* This is a unique labor operation for bulletin use only.

<b>Version</b>	1
<b>Modified</b>	Released May 21, 2019