

**Subject:** Engineering Information – Vibration and/or Banging Noise Heard From Under the Vehicle

**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		
Chevrolet	Silverado 1500 (New Model)	2019	2020	-	-	-	Equipped without Transfer Case - Active Single, Two Speed (RPOs NP0, NQH)
	Silverado 1500						
GMC	Sierra 1500 (New Model)						
	Sierra 1500						

<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 a vibration and/or banging noise heard from under the vehicle.
<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, review the following questions listed below with the customer to determine if there was anything occurred that might have caused the TVA damper from the prop shaft rear flange to come off, as shown in the pictures above. Then contact the engineer listed with your findings.

- Has the vehicle come in contact with a hard object such as a curb or ground?
- Has the vehicle been involved in off road use?

### Contact Information

Engineer Name	Phone Number
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Rolando Rodriguez

(586) 907-0423

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
4087198*	Engineering Information – Vibration and/or Banging Noise Heard From Under the Vehicle	0.3 hr

\* This is a unique labor operation for bulletin use only.

<b>Version</b>	1
<b>Modified</b>	Released October 02, 2019