

Subject: Engineering Information - Loud Banging Noise Heard from Rear of Vehicle While in Motion

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 PIE 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 2500/3500	2020	2020	-	-	Equipped with 6.6L Engine (RPO L5P)	Equipped with 10 SPD Transmission (RPO MGM)
GMC	Sierra 2500/3500						

Involved Region or Country	North America
Additional Options (RPOs)	Equipped with AXLE POSITRACTION-LIMITED SLIP (RPO G80)
Condition	Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment on a loud banging noise heard from the rear of the vehicle while in motion.
Cause	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, verify that the rear axle dampener (TVA) is loose. If loose, take a picture and contact the engineer listed below for further directions.

Contact Information

The Contact Information has been redacted.

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
3087148*	Engineering Information - Loud Banging Noise Heard From Rear of Vehicle While in Motion	0.4 hr

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

Version	1
Modified	Released July 13, 2020