



Service Bulletin

Bulletin No.: 17-NA-394

Date: March, 2021

TECHNICAL

Subject: Squeak, Clunking Type Noise Heard From Rear of Vehicle

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Colorado	2015	2021			All	All
GMC	Canyon	2015	2021				

Involved Region or Country	North America, Thailand, Korea, Peru, Guatemala, Argentina, Venezuela, and South Africa
Condition 1	<p>Some customers may comment on a squeak type noise heard from the rear of the vehicle.</p> <p>Upon further investigation, the technician may diagnose the noise is coming from the rear suspension leaf spring area.</p> <p>Note: The breakpoints below are relevant only to this Condition, and the cut off is in the 2019 model year.</p> <p>Colorado SOP - Prior to 1GCGSCEN6K1241170 Canyon SOP - Prior to 1GTG5CEN8K1239279</p>
Condition 2	<p>Some customers may comment on a clunking type noise heard from the rear of the vehicle.</p> <p>Upon further investigation, the technician may diagnose the noise is coming from the rear suspension leaf spring area.</p> <p>Colorado SOP thru 2021 Canyon SOP thru 2021</p>
Cause	These conditions may due to debris getting between the leaf springs.
Correction 1	Install new leaf spring inserts following the procedure below.
Correction 2	Re-torque the joints of the leaf spring assembly following the procedure below.

Service Procedure (Condition 1)

Prior to performing this bulletin, follow the procedure for Noise Diagnosis - Rear Suspension in SI to determine the source of the noise. Jounce the rear of the vehicle utilizing J 39570 Chassis Ear or equivalent, to aid in locating the source of the noise.

If necessary, road test the vehicle.

1. Raise the vehicle on a frame lift-type hoist. Refer to *Lifting and Jacking the Vehicle*, in SI.
2. Inspect the springs for damage.
 - If damage has been found, refer to *Rear Leaf Spring Replacement*, in SI.
 - If damage has NOT been found, proceed to the next step.



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3. Install new Rear Leaf Spring Inserts using the following procedure:



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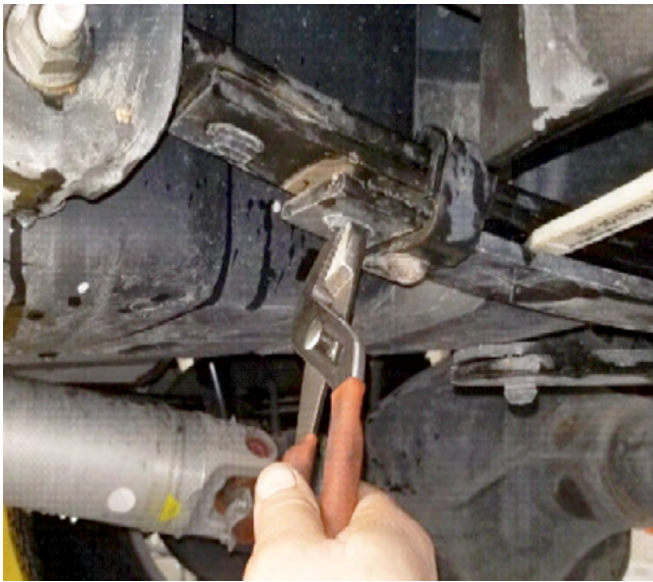
Caution: Do NOT damage the finish on Leaf Springs.

- 3.1. On the spring assembly, insert a plastic trim tool or plastic wedge in between the #1 and #2 leaf springs, to access the old insert.



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- 3.2. Push up on insert until it hits the bottom of the spring above it. Then use a suitable cutting tool to cut the stem off from the insert.



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3.3. Remove the top portion of the insert, and then remove the bottom portion of the remaining stem.



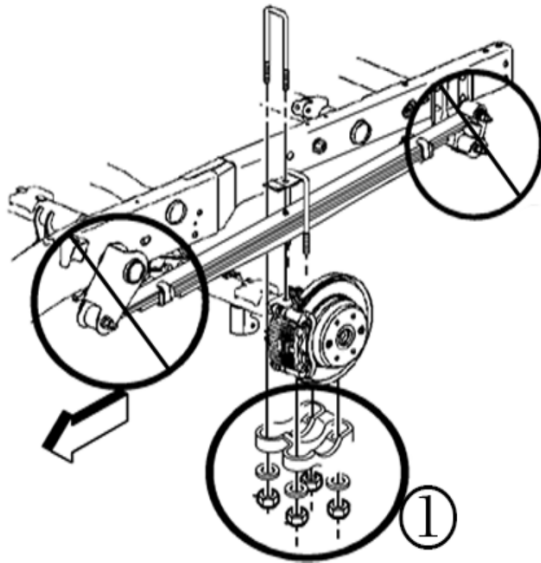
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3.4. Using a rag and degreaser, clean any dirt or grease from between the leaf springs at the insert location

Service Procedure (Condition 2)

1. Support the vehicle at curb height when re-torquing the leaf spring U-bolt nuts.

Note: DO NOT remove the fuel tank.



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2. Loosen the left leaf spring anchor plate U-bolts (1).
3. Re-torque the anchor plate U-bolts (1). Refer to SI for torque specifications.
4. Repeat steps 2 and 3 for the right side leaf spring.
5. Re-test the vehicle for the same clunking noise. If the issue remains, follow the regular repair procedure.

Parts Information

Causal Part	Description	Part Number	Qty
N/A*	Leaf Spring Insert	84730971	8
	RTV Sealer	88864346 (In Canada, 88861418)	1

*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.

Labor Operation	Description	Labor Time
8080508*	Rear Leaf Spring Insert Replacement (Condition 1)	0.5 hr.
8080398*	Retorque Bolts / Road Test (Condition 2)	0.6 hr.

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

Version	6
Modified	Released December 08, 2017 Revised February 09, 2018 – Updated steps for Service Procedure (Condition 2) and Warranty Information (Condition 2). Revised February 13, 2018 – Updated the Warranty Information (Condition 2). Revised July 11, 2018 – Added 2018–2019 model years. Revised August 06, 2019 – Updated Procedure, Parts and Warranty Information for Spring Insert Replacement. Revised March 04, 2021 – Added 2020–2021 Model Years, Removed Breakpoint from Condition #2, Updated Export Countries

