Subject: **Engineering Information - Tick and/or Ping Type Noise Heard From the Propeller Shaft During Acceleration and/or Braking**

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:		Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500 (New Model)	2019	2019	Vehicles Built After the Following Dates: • Ft. Wayne: June 11, 2020 • Silao: March 17, 2020		-	-
	Silverado 1500	2020	2021				
GMC	Sierra 1500 (New Model)	2019	2019				
	Sierra 1500	2020	2021				

Involved Region or Country	North America
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 tick and/or ping type noise heard from the Propeller Shaft during acceleration and/or braking.
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, confirm that the tick and/or ping type noise is coming from the Propeller Shaft by recreating the noise during acceleration and/or braking and eliminating the possibility that the noise source is related to the rear leaf spring suspension. If the source of the condition is coming from the Propeller Shaft, replace the Propeller Shaft and contact the engineers listed below. Engineering is doing a investigation with the prop shaft manufacturer and want the defective Propeller Shaft back.

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
3087198*	Engineering Information - Tick and/or Ping Type Noise Heard From the Propshaft During Acceleration and/or Braking	0.4 hr
* This is a unique labor operation for bulletin use only.		

Version	1
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