



Preliminary Information

PIT5778A Vibration Or Boom At 1300 RPM

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Equinox	2020 - 2021	All	All	All	All
GMC	Terrain	2020 - 2021	All	All	All	All

Involved Region or Country:	North America
Condition:	A customer may come in with a complaint of excessive vibration in the steering wheel or seat or floor at idle or at low to moderate speeds. They may equate it to a vehicle speed, but it's more likely in driving conditions of under 1300 RPM. Complaint can also be a very low frequency boom sound or a pressure in their ears.
Cause:	This may be caused by a touch condition between the bottom surface of the radiator upper bracket and the top of the radiator tank. There should be about 3 mm of free play in the vertical direction of the radiator upper bracket to avoid bind-up and increased vibration or boom sound in the car. A badge or credit card should be able to fit between the radiator upper mount and the radiator tank, all the way to the locating pin.



If this is the cause of the sound or vibration, it can be verified in the stall by evaluating vehicle idle noise/vibration and/or raising the engine RPM in Drive to 1200-1300 with foot on brake. While at this engine speed, have a helper remove the bolts on the radiator upper brackets. The noise or vibration should improve or go away. If it does, retighten the bolts to 14 Nm (10 lb ft) and tell the customer Engineering is working on a fix for this.

If it does NOT, continue with your normal diagnosis.

Do NOT leave the bolts loose to get rid of the sound or vibration.

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:
1086218	Verify Cause Of Boom, Consult With Customer	0.3 Hr.

Version History

Version	2
Modified	09/21/2020 - Created on. 04/14/2021 - Updated to add 2021 MY.



GENERAL MOTORS