



# Service Bulletin

Bulletin No.: 21-NA-023

Date: August, 2022


## TECHNICAL

**Subject: Engine Compartment Tick or Rattle Noise**

**This bulletin replaces PIP5796B. Please discard PIP5796B.**

| Brand:    | Model:   | Model Year: |      | VIN: |    | Engine: | Transmission: |
|-----------|----------|-------------|------|------|----|---------|---------------|
|           |          | from        | to   | from | to |         |               |
| Buick     | Enclave  | 2020        | 2023 |      |    | LFY     |               |
| Chevrolet | Traverse |             |      |      |    |         |               |

|                                   |  |
|-----------------------------------|--|
| <b>Involved Region or Country</b> | North America, Uzbekistan, Russia, Middle East, Israel, Palestine, Chile (West), Colombia (West), Peru (West), GM Korea Company  |
| <b>Condition</b>                  | Some customers may comment that they notice a loud ticking or rattle noise coming from the engine compartment area.<br>Some technicians may notice the noise coming from the purge solenoid tube.                          |
| <b>Cause</b>                      | This condition may be caused by pressure pulsations in the purge tube when the purge solenoid is commanded on.<br>– These pulsations create an audible rattle/tick noise which can be heard inside or outside the vehicle. |

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|--------------------------|---|
| <p><b>Correction</b></p> | <div style="text-align: center;">  </div> <p style="text-align: right; font-size: small;">5730552</p> <p>To correct this condition, verify the noise is coming from the purge tube (1) by commanding the purge solenoid on and off.</p> <ul style="list-style-type: none"> <li>– If noise can be duplicated, then it will be necessary to install 2 rubber dampers on the tube.</li> </ul> <ol style="list-style-type: none"> <li>1. Install 1 rubber damper at each location noted in the graphic above (2, 3).</li> <li>2. Orientate insulator with seam facing down.</li> <li>3. Secure the dampeners with a tie strap.</li> </ol> |
|--------------------------|---|

**Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.**

**Parts Information**

| Causal Part | Description | Part Number | Qty |
|-------------|-------------|-------------|-----|
| N/A         | Dampener    | 12719603    | 2   |

**Warranty Information**

For vehicles repaired under the Emission coverage, use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

| Labor Operation  | Description              | Labor Time |
|--|--------------------------|------------|
| 4087838*   | Install Rubber Dampeners | 0.5 hr     |
| *This is a unique Labor Operation for Bulletin use only. |                          |            |

|                 |  |
|-----------------|--|
| <b>Version</b>  | 3  |
| <b>Modified</b> | Released July 14, 2021<br>Revised February 01, 2022 – Add 2022 Model Year.<br>Revised August 01, 2022 – Add 2023 Model Year. |

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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