



Service Bulletin

Bulletin No.: 21-NA-122

Date: April, 2023

TECHNICAL

Subject: Vibration or Boom At 1300 RPM

This Bulletin replaces PIT5778. Please discard PIT5778.

| Brand: | Model: | Model Year: | | VIN: | | Engine: | Transmission: |
|-----------|---------|-------------|------|------|----|---------|---------------|
| | | from | to | from | to | | |
| Chevrolet | Equinox | 2020 | 2023 | | | | |
| Holden | Equinox | 2020 | 2020 | | | | |
| GMC | Terrain | 2020 | 2023 | | | | |

| | |
|-----------------------------------|---|
| Involved Region or Country | North America, Middle East, Israel, Palestine, Argentina (Mercosur), Brazil (Mercosur), Chile (West), Colombia (West), Ecuador (West), Peru (West), Uruguay (West), GM Korea Company, Thailand (ASEAN), Australia/New Zealand, Egypt, Other Africa |
| Condition | <p>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. .</p> <p>– 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</p> |
| Cause | <p>This may be caused by a touch condition between the bottom surface of the radiator upper bracket and the top of the radiator tank.</p> <p>– 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.</p> |
| Correction | <p>Check whether upper brackets are rotated out of position. The anti-rotation tabs on the brackets should be close to or touching the top of the tie-bar.</p> <p>Verify 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.</p> <ul style="list-style-type: none"> • If the noise or vibration is eliminated by loosening the bolts, replace both of the radiator upper brackets. Refer to <i>Radiator Upper Bracket Replacement in SI</i>. • If the noise or vibration is NOT eliminated by loosening the bolts, refer to SI. |

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 |
|-------------|-------------------------|-------------|-----|
| X | BRACKET,RAD UPR - LH | 84981710 | 1 |
| X | BRACKET,RAD UPR - RH | 84981711 | 1 |

Warranty Information

For vehicles repaired under warranty, use:

| Labor Operation | Description | Labor Time |
|-----------------|---|---|
| 4030710 | Radiator Upper Bracket Replacement - Left Side | Use the Published Labor Operations Time |
| 4030720 | Radiator Upper Bracket Replacement - Right Side | |

| | |
|-----------------|---|
| Version | 3 |
| Modified | Released July 12, 2021 Revised November 05, 2021 - Added 2022 to Model Year. Revised March 30, 2023 - Added 2023 to 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.



WE SUPPORT VOLUNTARY
TECHNICIAN
CERTIFICATION