



# Service Bulletin

Bulletin No.: 22-NA-251

Date: November, 2023

## TECHNICAL

**Subject: Squeak/Chirp, Metallic Jingle, Ringing, Ratcheting, Click or Tick Noise from Front Axle In 2wd**

**This bulletin replaces PIP5653M. Please discard PIP5653M.**

**Attention: This bulletin only applies to the SU4 axle in pick up AND all utilities applications.**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade	2021	2022				
Chevrolet	Silverado 1500 (New Model)	2019	2019				
	Silverado 1500	2020	2021				
	Silverado 1500 - 4WD LTD (RPO J21, VIN Digit 5 = Y)	2022	2022				
	Silverado 1500 - 4WD New (RPO J22, VIN Digit 5 = D)						
	Suburban	2021					
	Tahoe	2021					
GMC	Sierra 1500 (New Model)	2019	2019				
	Sierra 1500	2020	2021				
	Sierra 1500 - 4WD Limited (RPO J21, VIN Digit 5 = 9)	2022	2022				
	Sierra 1500 - 4WD New (RPO J22, VIN Digit 5 = U)						
	Yukon	2021					

<b>Involved Region or Country</b>	North America, Europe, Russia, Middle East, Israel, Palestine, Brazil (Mercosur), Bolivia (West), Chile (West), Colombia (West), Ecuador (West), Paraguay (West), Peru (West), Uruguay (West), Cadillac Korea (South Korea), GM Korea Company, Australia/New Zealand, Egypt, Other Africa, South Africa
<b>Additional Options (RPO)</b>	F48: CHASSIS DRIVE LINE-ALL WHEEL DRIVE (AWD)/FOUR WHEEL DRIVE(4WD), DRIVER SELECT SU4: AXLE, FRONT, SUPPLIER A
<b>Condition</b>	Some customers may comment on a squeak or chirp noise in 2wd, that goes away in 4wd. Some customers may also describe a metallic jingle, ringing, ratcheting, click or tick coming from the front of vehicle. – Condition is easiest to duplicate in warmer ambient temperatures after approximately 30 miles of driving. Some technicians may notice that the noise seems to be from the front left axle seal area.
<b>Cause</b>	This condition may be caused by a left side front axle shaft.
<b>Correction</b>	This condition does not affect durability and or operation of the vehicle but may be annoying to some customers. Test drive the vehicle and confirm the noise is in fact as described above and isolated to the front left axle seal area. If the concern matches the conditions outlined in this document, replace the left front wheel shaft with part number 87821660 (which will include the retainer ring and slinger). <b>Note:</b> THIS REPAIR IS DIFFERENT THAN PREVIOUS REPAIR ATTEMPTS. ANY VEHICLE THAT HAS HAD A PREVIOUS REPAIR ATTEMPTED AND/OR THE CONDITION HAS REPEATED PRIOR TO January 27, 2022, SHOULD HAVE THIS REPAIR PERFORMED.

**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.**

## Service Procedure

Refer to *Front Wheel Drive Shaft Seal Replacement - Left Side in SI* or *Front Wheel Drive Shaft Replacement - Left Side (SU4) in SI*.

## Additional Information

If the vehicle returns with the same condition after part number 87821660 has been installed, contact/set up a TAC case and provide the following information:

- 1: Mileage when 87821660 was installed.
- 2: Current mileage
- 3: Any repairs/replacement to the front differential.

<b>Version</b>	2
<b>Modified</b>	Released January 04, 2023 Revised November 09, 2023 - Added Additional Customers Concerns to the Subject.

## Parts Information

Causal Part	Description	Part Number	Qty
N/A	SHAFT, FRT WHEEL DRV	87821660	1

## Warranty Information

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

Labor Operation	Description	Labor Time
3087088*	Left Axle Shaft Replacement w/Test Drive.	1.6 Hr.
*This is a unique Labor Operation for Bulletin use only.		

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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