



Service Bulletin

Bulletin No.: 18-NA-049

Date: February, 2024

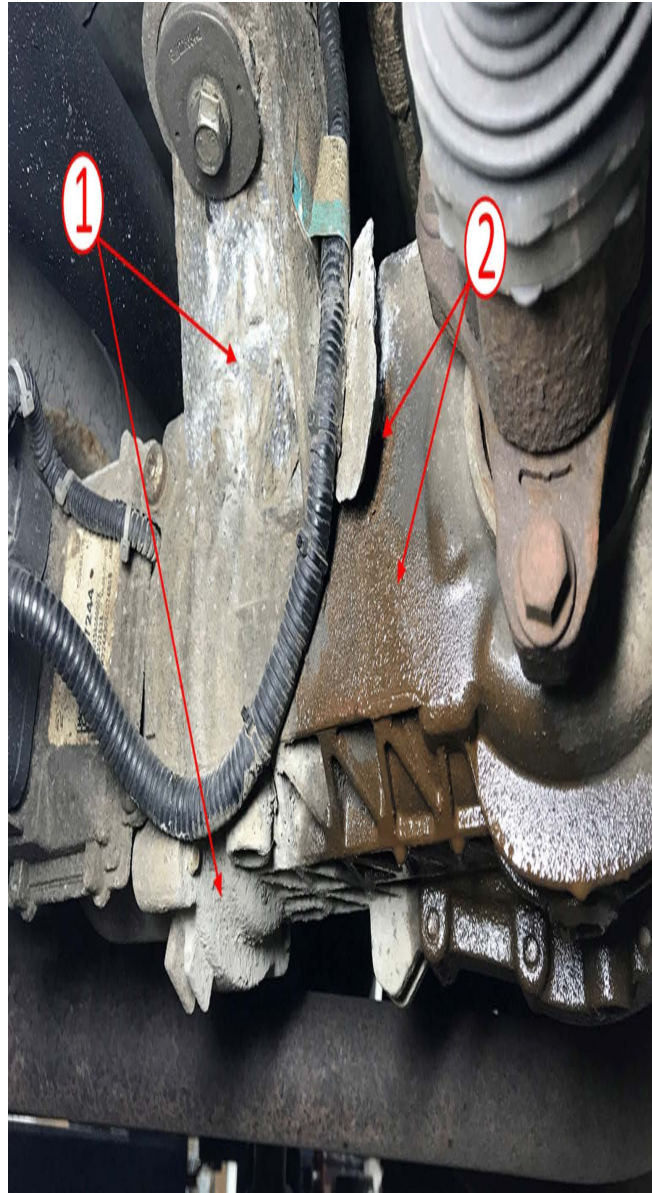
TECHNICAL

Subject: Clunk or Growl Noise Coming from Rear of Vehicle and/or Rear End Binding When Turning or Backing Up

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Encore	2013	2020				
Chevrolet	Trax						

Involved Region or Country	North America
Additional Options (RPOs)	F46
Condition	Some customers may comment on one or more of the following conditions: <ul style="list-style-type: none">• Clunk or growling noise from the rear of vehicle• Rear differential binding when turning or backing up Some technicians may find a fluid leak coming from the rear differential during inspection.
Cause	This condition may be caused by corrosion at the Rear Differential Clutch Control Module (RDCM) and/or loss of fluid as a result of corrosion or excessive wear to the Rear Differential housing.

Correction



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Note: Do Not replace the rear differential for a fluid leak unless caused by the conditions outlined in this bulletin.

If the clunk or growling noise has been isolated to the rear differential, proceed to inspect the rear differential for signs of corrosion (1), cracking or leaking (2):

- If excessive corrosion has led to cracking and/or leaking from the rear differential, please take pictures of the area of concern, attach to the claim to the report and proceed to the Service Procedure section in this bulletin.
- If no visual defects are found at the rear differential, refer to Bulletin 18-NA-007 for further diagnostics. For Vehicles located in Canada, Refer to Special Coverage Bulletin # 17436.

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

Important: When replacing the rear differential carrier assembly. Inspect the replacement RDCM as shown in Bulletin 18-NA-007.

Replace the rear differential carrier assembly. Refer to Differential Carrier Assembly Replacement in SI.

Parts Information

Causal Part	Description	Part Number	Qty
x	CARRIER, DIFF	Refer to EPC	1

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
3031160	Differential Carrier Assembly Replacement	Use the Published Labor Operations Time

Version	3
Modified	Released February 16, 2018 Revised April 27, 2018 - Added RDCM information and reference to Bulletin 18-NA-007. Revised January 31, 2024 - Added 2018 to 2020 Model Years.

