



Preliminary Information

PIP5962 Metallic Click Noise On Acceleration

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Silverado 1500	2019 - 2024	All	All	All	All
GMC	Sierra 1500	2019 - 2024	All	All	All	All

Involved Region or Country	North America
Additional Options (RPO)	SU7
Condition	Metallic click noise on acceleration from a stop in drive or reverse.
Cause	Noise originates from the axle housing to axle tube press interfaces on the axle housing of the SU7 rear axle.

Correction:

No correction is available at this time, trying to gauge full scope of issue. Do not replace any parts for this issue. Review the vehicle using the recording procedure outlined below.

Note: Ensure you are using a Pico Scope purchased through the GM dealer tool network. Pico Scopes purchased outside of the GM dealer tool network have different software, which will corrupt the file.

Note: For additional training and information on Pico Scope, visit the Center of Learning and search for course Pico Scope Noise, Vibration, and Harshness Diagnostics Overview and Oscilloscope Diagnostic Kit Description and Operation within SI.

If you need to download or update the Pico Scope, follow the steps below:

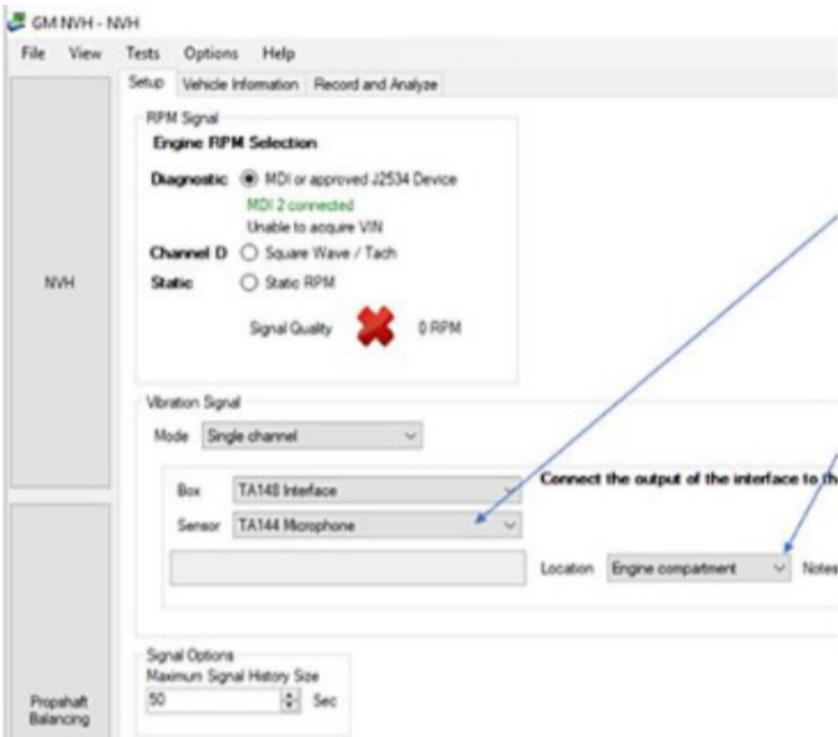
1. Log into GM Global Connect.
2. Click on the "Departments" drop down menu and select "Service."
3. Under "Applications" on the service page, select "Special Tools and Software updates."
4. You will now be re-directed to www.gmtoolsandequipment.com (do not access this site directly as it requires the use of Global Connect to allow downloads).
5. Click the link under "Software Downloads" for the latest Pico Scope software version and a new page will open.
6. Click the setup links and follow instructions to update the tool.

1. Place the Pico sensor on a suitable location as close to the differential center section as possible. (drain/fill plug, cover bolt any of the plug welds on the RH axle tube – if any of them are flat enough to accommodate the sensor etc)

Note: Ensure to keep the cable routed away from the exhaust.



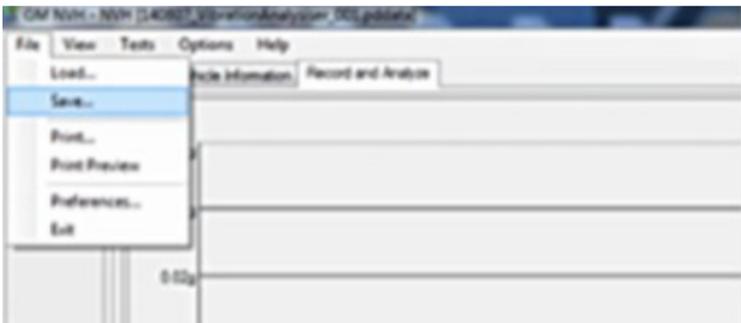
2. Open the most current version of GM NVH



3. After completing the wizard, go back into the setup tab under Vibration Signal and select Single Channel. Select TA148 Interface in the "Box" drop down and TA144 Microphone for the "Sensor" Drop down.

Note: If using 3 axis, use center channel only and set up as single axis.

4. Operate the vehicle to verify condition and record a Pico data file of the concern.



5. While the reviewed file is on the screen, click File Save. It should be formatted as .pdata

6. The next box allows you to save the vehicle information as well as customer information and notes in the Notes box. This could be sensor location, sensor direction and even road surface name, etc. Click Ok when you are done adding information.

7. Review or play the file back on a PC with speakers and make sure volume is turned up or not muted. You should have a clear recording of the noise and be able to hear it in the PICO file you just recorded.

If the noise was captured on the PICO file then there is no current repair direction. The noise although irritating dose not contribute to a durability issue.

If the noise was not captured in the PICO file then further diagnostics will need to be performed to determine the source location.

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
3086008	Record axle housing noise using Pico scope	.8 Hrs.
*This is a unique Labor Operation for Bulletin use only.		

Version History

Version	1
Modified	02/21/2024 - Created on.



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