



Service Bulletin

Bulletin No.: 20-NA-022

Date: April, 2024

TECHNICAL

Subject: Clunking Noise from Rear of Vehicle (Re-torque Leaf Spring Bolts)

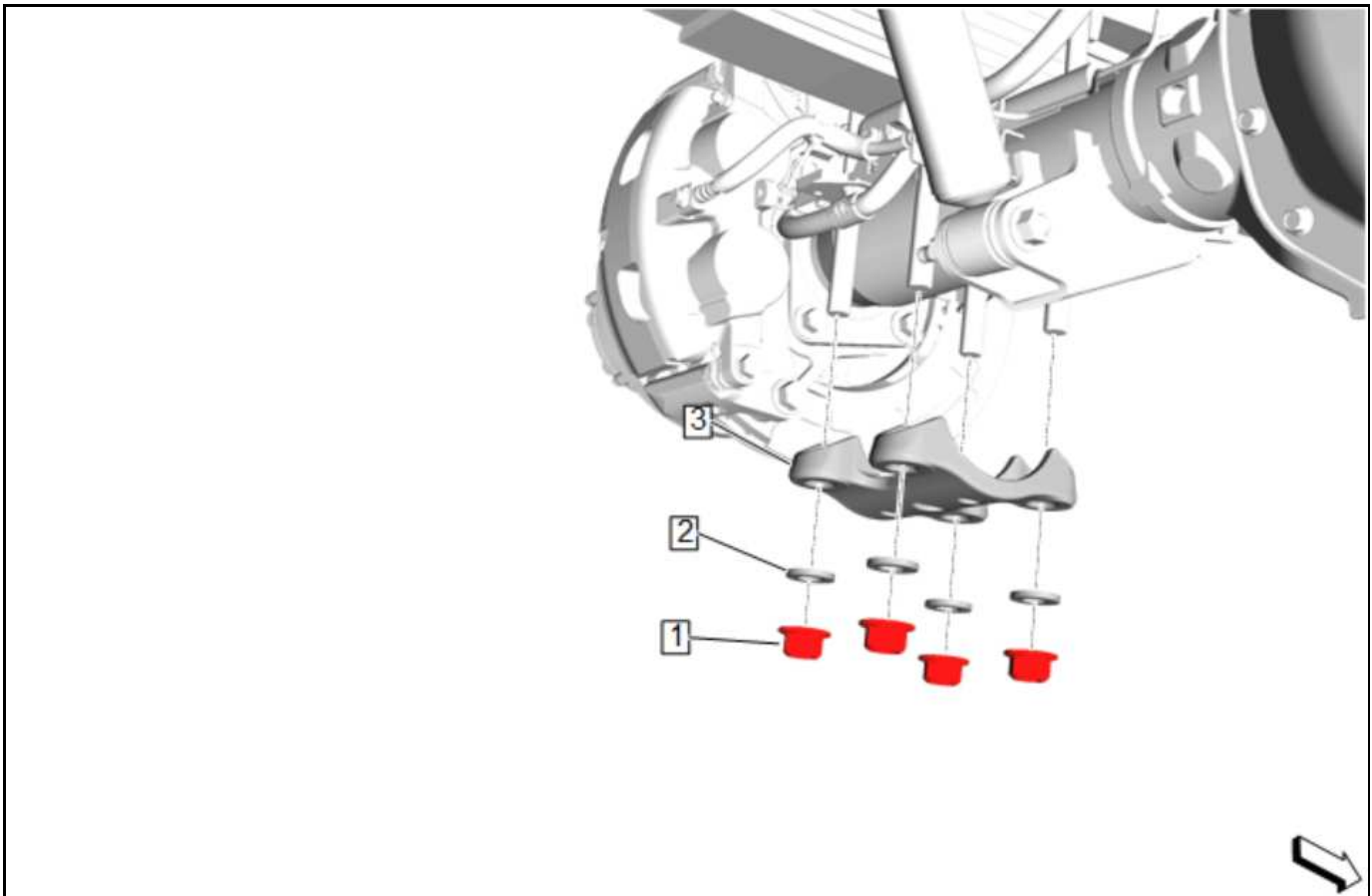
Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 2500HD/ 3500HD	2020	2024			All	All
GMC	Sierra 2500HD/ 3500HD	2020	2024			All	All

Involved Region or Country	North America, Middle East
Condition	Some customers may comment about a clunking noise coming from the rear of the vehicle. Upon further investigation, the technician may diagnose the noise coming from the rear suspension leaf spring area.
Cause	This condition may be caused by movement between the anchor plate and axle assembly.
Correction	The noise may be resolved by re-torquing the joints of the leaf spring assembly.

Service Procedure

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.

1. Raise the vehicle to a level where the leaf spring U-bolts are accessible.



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2. Loosen the leaf spring U-bolts (1).
3. Re-torque the leaf spring U-bolts (1). Refer to SI for torque specifications.
4. Repeat steps 2 and 3 for the right side leaf spring.
5. Re-test the vehicle for the same clunking noise. If the issue remains, continue diagnosis referring to SI.

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.

Parts Information

No parts are required for this repair.

Labor Operation	Description	Labor Time
8080558*	Retorque Leaf Spring U-Bolts/Road Test	0.7
*This is a unique Labor Operation for Bulletin use only.		

Version	4
Modified	Released January 29, 2020 Revised February 11, 2021 – Added 2021 Model Year Revised July 19, 2022 — Added the 2022 and 2023 Model Years. Revised April 16, 2024 – Added 2024 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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