



Service Bulletin

Bulletin No.: 24-NA-075

Date: June, 2024

TECHNICAL

Subject: Growling Noise and/or Vibration 80 MPH (129 KPH) - 70 MPH (113 KPH) on Deceleration from the Rear of Vehicle

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

Involved Region or Country	North America, Middle East, Israel, Australia/New Zealand
Condition	Some customers may comment that a growling noise and/or vibration can be heard/felt on deceleration from 80 MPH (129 KPH) - 70 MPH (113 KPH) from the rear of the vehicle.
Cause	Note: The vibration can typically be heard, but not always felt. This condition may be caused by the pinion nose having too much of a downward angle, inducing a second order prop-shaft vibration on deceleration.
Correction	Install a tapered shim in-between the axle and leaf spring to tilt the pinion nose up. A 1-degree shim is available and should correct the condition. Note: Does not apply to DRW trucks.

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

Note: Only select the parts that coincide with the repair performed. Replace the part with the P/N outlined in the Electronic Parts Catalog (EPC) in accordance with the vehicle VIN.

Causal Part	Description	Part Number	Qty
N/A	SHIM, 1 DEGREE	19405647	2
N/A	Also available from Navistar dealers under part number 3614748C1		

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
3086018*	Install 1-Degree Shim	1.0 hr

*This is a unique Labor Operation for Bulletin use only.

Version	1
Modified	Released June 06, 2024