



# Service Bulletin

Bulletin No.: 21-NA-023

Date: June, 2024

## TECHNICAL

**Subject: Engine Compartment Tick or Rattle Noise**

**This bulletin replaces PIP5796B. Please discard PIP5796B.**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2020	2024			LFY	
Chevrolet	Traverse						
	Traverse Limited	2024	2024				

<b>Involved Region or Country</b>	North America, Uzbekistan, Russia, Middle East, Israel, Palestine, Chile (West), Colombia (West), Peru (West), GM Korea Company
<b>Condition</b>	Some customers may comment that they notice a loud ticking or rattle noise coming from the engine compartment area. Some technicians may notice the noise coming from the purge solenoid tube.

<p><b>Cause</b></p>	<p>This condition may be caused by pressure pulsations in the purge tube when the purge solenoid is commanded on.</p> <ul style="list-style-type: none"> <li>- These pulsations create an audible rattle/tick noise which can be heard inside or outside the vehicle.</li> </ul>
<p><b>Correction</b></p>	<div data-bbox="603 280 1417 884" data-label="Image"> <p>The image shows the engine compartment of a vehicle. A purge tube is visible, and three locations are marked with red circles and arrows: (1) points to the purge tube, (2) points to a location on the tube where a damper should be installed, and (3) points to another location on the tube for a second damper. The engine cover and various hoses are also visible.</p> </div> <p>To correct this condition, verify the noise is coming from the purge tube (1) by commanding the purge solenoid on and off. <span style="float: right;">5730552</span></p> <ul style="list-style-type: none"> <li>- If noise can be duplicated, then it will be necessary to install 2 rubber dampers on the tube.</li> </ul> <ol style="list-style-type: none"> <li>1. Install 1 rubber damper at each location noted in the graphic above (2, 3).</li> <li>2. Orientate insulator with seam facing down.</li> <li>3. Secure the dampeners with a tie strap.</li> </ol>

**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**

Causal Part	Description	Part Number	Qty
N/A	Dampener	12719603	2

**Warranty Information**

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

Labor Operation	Description	Labor Time
4087838*	Install Rubber Dampeners	0.5 hr

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

<b>Version</b>	4
<b>Modified</b>	Released July 14, 2021 Revised February 01, 2022 – Add 2022 Model Year. Revised August 01, 2022 – Add 2023 Model Year. Revised June 13, 2024 - Added 2024 Model Year and Traverse Limited.

