



Service Bulletin

Bulletin No.: 24-NA-185

Date: September, 2024

INFORMATION

Subject: Steering Bump or Clunk Noise on Rough Roads or Potholes

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 2500 HD/ 3500 HD	2014	2025	-	-	All	All
GMC	Sierra 2500 HD/3500 HD						

Involved Region or Country	North America, Middle East, Israel, Australia/New Zealand
Condition	Some customers may comment on a slight knocking or thud noise coming from the steering column area when driving over rough roads or potholes and may be felt in the steering wheel. It can be worse when turning and driving over a bump or uneven surface.
Cause	The noise may be a normal condition with a hydraulic steering system known as a hydraulic hammer. It is caused by the irregular road surfaces feeding back into the steering gear through the tires and steering linkage. The noise and steering wheel feedback can be more pronounced with larger wheels and tire.
Correction	Refer to the information below.

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

Test drive the vehicle over rough road surfaces and listen and feel for the clunking in the steering wheel then perform steering maneuvers on smooth pavement.

If the noise is only present on the rough road surfaces then it is likely a hydraulic hammer being induced by the road surface.

It can also be caused by steering through a pavement transition with a height difference; turning out of a concrete driveway down onto a gravel road or turning off from a paved road into a parking lot. This can be compared to another HD trucks with a similar tire and wheel combination and steering system NV8 or non-NV8.

If the truck matches the description above and is comparable to another truck, no parts should be replaced on this truck. Inform the customer of the operating characteristics of this steering system.

Parts Information

No parts are required for this repair.

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
7486148*	Steering Noise Evaluation	0.5 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	1
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