



# Service Bulletin

Bulletin No.: 17-NA-271

Date: November, 2024

## TECHNICAL

**Subject: Clicking Noise from Front Wheels While Turning at Slow Speeds**

**This Service Bulletin replaces PI1498C. Please discard PI1498C.**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2012	2023	—	—	All	All
Cadillac	Escalade	2021	2025				
	Escalade ESV						
	Escalade IQ	2025	2025				
	XT5	2017	2023				
	XT6	2020					
Chevrolet	Blazer	2019	2023				
	Camaro	2016	2024				
	Corvette	2014	2025				
	Suburban	2021	2025				
	Tahoe	2021					
	Traverse	2012	2023				
GMC	Acadia	2012	2023				
	Yukon	2021	2025				
	Yukon XL						

<b>Involved Region or Country</b>	North America, Argentina, Brazil, Bolivia, Chile, Colombia, Ecuador, Paraguay, Peru, Uruguay, Europe, Russia, Middle East, Israel, Japan, Cadillac Korea (South Korea), GM Korea Company, China, Taiwan, Philippines
<b>Condition</b>	Some customers may comment on a clicking noise emanating from the front wheels location. This condition may be more predominant at low speeds (16-32 km/h (10-20 mph) during full wheel lock turns on dry clean pavement.
<b>Cause</b>	This may be caused by interaction between the wheel mounting face and the wheel mounting surfaces on the brake rotor.
<b>Correction</b>	Clean both of the wheels mounting surfaces.

### 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.**

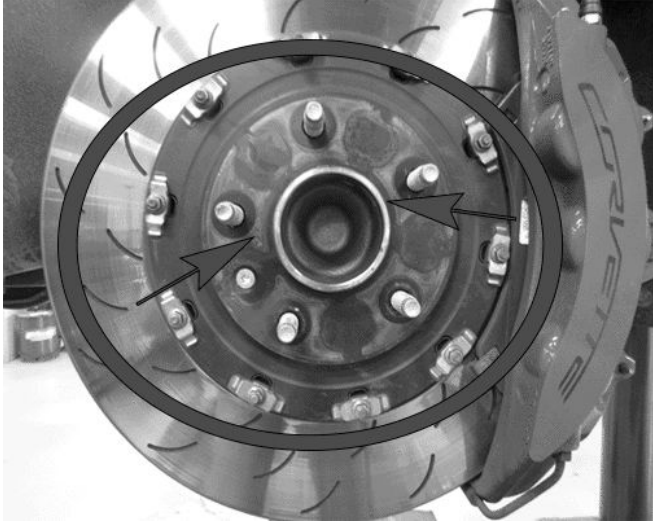
**Important: DO NOT** replace the wheels or brake rotors for this condition.

If you encounter a vehicle with the above concern, follow the procedure below.

1. Remove both of the front wheels. Refer to *Tire and Wheel Removal and Installation* in SI.
2. Clean both of the wheel mounting surfaces as follows.
  - Using a clean cloth dampened with approved brake cleaner (ex. Part number 19370705 (U.S.), 88901247 (Canada)), wipe the mounting surface of the wheel(s) removing any residual grey or black material that has accumulated on the wheel mounting surfaces.

**Note:** All cleaning must be done by hand. **DO NOT** use pneumatic or power tools.

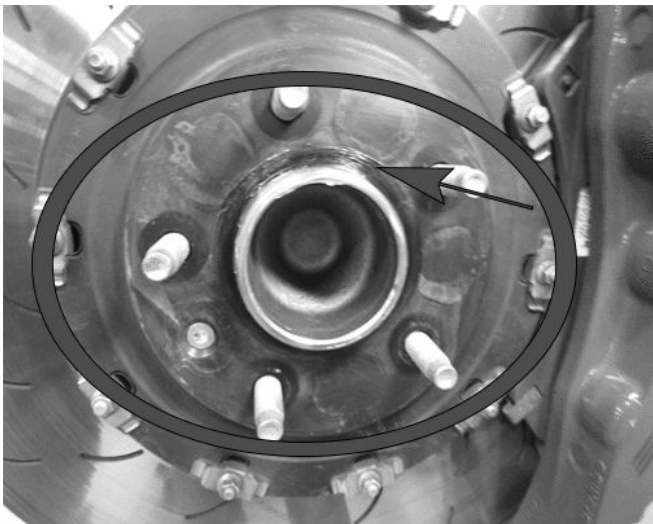
3. Clean the wheel mounting surface of the brake rotors, or sometimes referred to as the brake rotor top hats, as follows:



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- Using 3M red Scotch-Brite 7447 pad or equivalent with approved brake cleaner (ex. Part number 19370705 (U.S.), 88901247 (Canada)), wipe the wheel mounting surface of the rotor (brake rotor top hat) and the wheel pilot at the center of the rotor, removing any residual grey or black material that has accumulated on the rotors.

**Note:** All cleaning must be done by hand. **DO NOT** use pneumatic or power tools.



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- Using Super Lube paste, P/N 12371287 (in Canada, 10953437) or equivalent, apply a light coat around the center pilot of the hub **ONLY**.

- Reinstall both of the wheels using the original wheel nuts. Refer to *Tire and Wheel Removal and Installation* in SI.

**Tighten**

Refer to Fastener Specifications in SI for proper wheel nut torque specifications.

**Important:** Be sure the wheels and rotors are thoroughly dry prior to installation.

**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
8080168*	Clean Mating Surfaces of Wheels and Rotors Due to Clicking Noise	0.7 hr
*This is a unique Labor Operation for bulletin use only.		

Version	13
<b>Modified</b>	Revised October 06, 2017 – Added the Cadillac XT5. Revised October 19, 2018 – Updated step 3 and added pictures. Revised November 15, 2018 – Added 2019 Model Years and updated part number for Super Lube in U.S. Revised January 10, 2019 – Updated the U.S. part numbers for brake cleaner in Step 2 and Super Lube. Revised February 07, 2019 – Added the 2019 Chevrolet Blazer. Revised August 23, 2019 – Added certain 2020 Model Year vehicles. Revised July 21, 2020 – Added the 2020 Chevrolet Blazer. Revised August 07, 2020 – Added the 2020 Chevrolet Corvette and updated the Involved Region or Country section. Revised October 13, 2020 – Added the 2021 Model Year and updated the Involved Region or Country section. Revised September 27, 2021 – Added the 2022 Model Year. Revised October 28, 2022 – Added the 2023 Model Year, Cadillac Escalade, Chevrolet Suburban, Tahoe, GMC Yukon, Yukon XL models and the first Important statement under Service Procedure. Revised November 26, 2024 – Added the 2025 Cadillac Escalade IQ and models years to certain vehicles.

Additional SI Keywords: tic, tick, ticking

