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Case Number: S2523000006

Release Date: January 2025

Symptom/Vehicle Issue: Buzz Squeak Rattle (BSR) Noise At Idle.

Customer Complaint/Technician Observation: Customer may complain of BSR noises with the engine running at idle. Noise may appear to be from under body or under hood. Review the below steps if a customer complaint matches this description.

Discussion: POWETRAIN MOUNT NEUTALIZATION

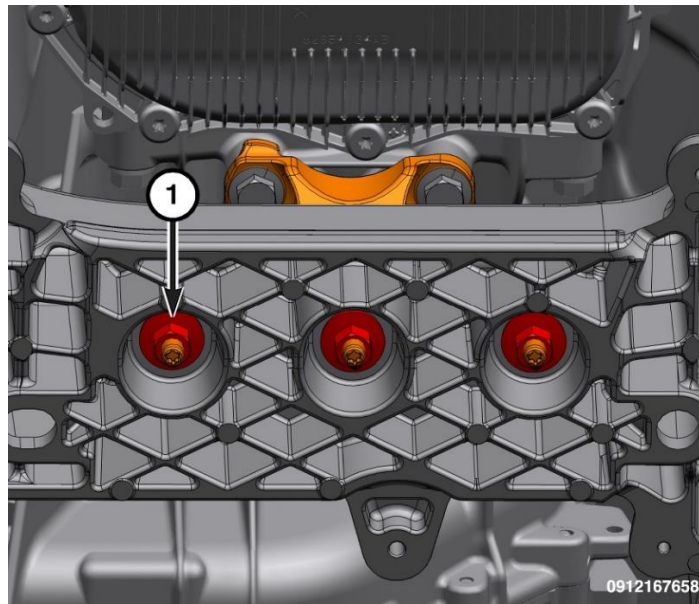


Figure 1.
Transmission mount To Transmission Crossmember Nuts

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1. Loosen the transmission mount to transmission crossmember nuts. (Figure 1)
2. Remove or relocate components as required to access the engine mount bolts.
3. Remove the left engine mount heat shield nuts and the left engine mount heat shield. (Figure 2)

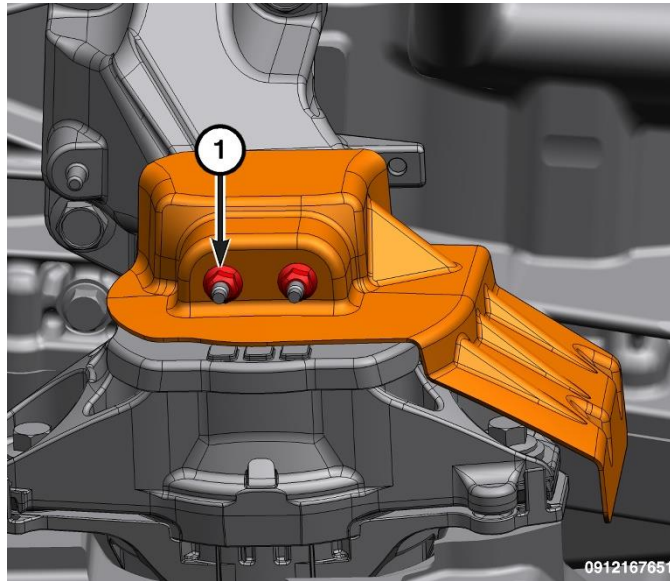


Figure 2.
Left Engine Mount Heat Shield Nuts

4. Loosen the left engine mount bolts. (Figure 3)

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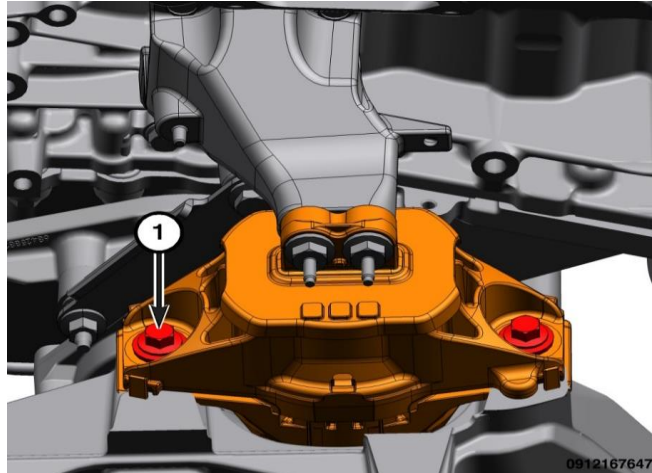


Figure 3.
Left Engine Mount Bolts

5. Remove the right engine mount heat shield nuts and the right engine mount heat shield. (see figure 4)

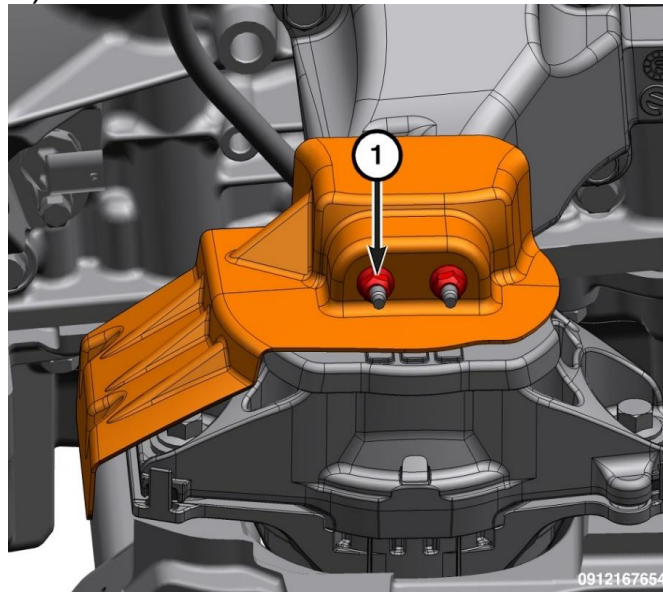


Figure 4.
Right Engine Mount Heat Shield Nuts

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6. Loosen the right engine mount bolts. (Figure 5)

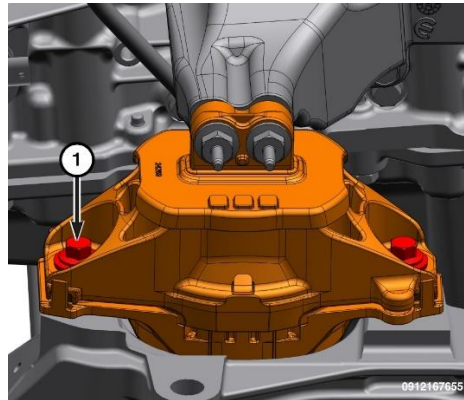


Figure 5.
Right Engine Mount Bolts

7. Slightly lifting and dropping it to allow it to 'neutralize' itself into its desired position. Center the powertrain in the engine mounts:
- Allow the powertrain to relax.
 - Manually position the powertrain as close as possible to a position where the right and left engine mounts appear centered in their housings and are not biased front-to-rear or side-to-side.
 - Again, allow the powertrain to relax.
8. Follow the removal procedure in reverse for general reassembly of the components on the vehicle.
- Tighten to the proper torque specification. (Table 1 and Figure 6)

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Table 1 Torque Specification

CALLOUT	DESCRIPTION	SPECIFICATION
1	Engine Mount Isolator to Frame Bolts	63 N·m (46 Ft. Lbs.)
2	Engine Mount Heat Shield Nuts	11 N·m (8 Ft. Lbs.)
3	Transmission Mount to Transmission Crossmember Nuts	63 N·m (46 Ft. Lbs.)

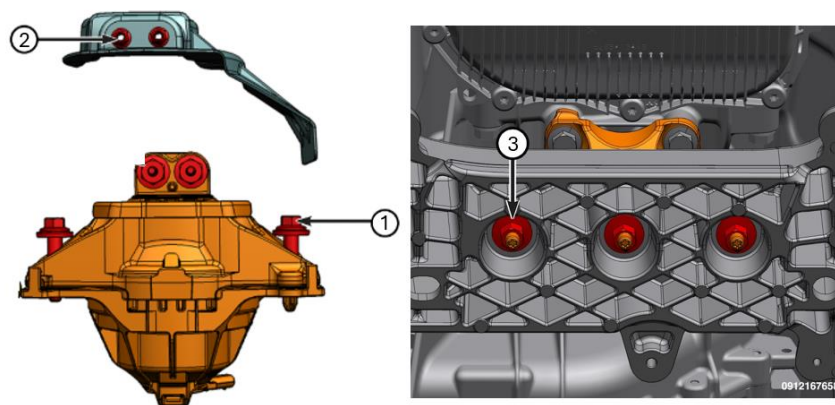


Figure 6.
Torque Specification

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