



Service Bulletin

Bulletin No.: 25-NA-124

Date: May, 2025

INFORMATION

Subject: Information on Noise Normal Characteristic of Multimatic Front Suspension

Brand:	Model:	Model Year:		Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Colorado	2024	2025	—	—	—	—
GMC	Canyon						

Involved Region or Country	North America
Additional Options (RPOs)	Equipped with ACCESSORY - JOUNCE SHOCKS (RPO RWF)
Condition	Some customers may comment on a noise coming from the front suspension while going over speed bumps at speeds greater than 24 km/h (15 mph). Technicians may find the noise occurs during the extension of the front Multimatic Jounce Control Dampers.
Cause	The condition may be a normal characteristic noise of the Multimatic Jounce Control Dampers as part of the truck's suspension.
Correction	Please communicate to the customer that the suspension system is functioning as designed and this is a normal condition of their vehicle. Please share this information with the customer, including a copy of this message.

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.

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
8080708*	Verify Bison Front Suspension Normal Characteristic	0.2 Hrs.

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

Version	1
Modified	Released May 15, 2025

