

#PIE0054A: EI 10035-Engineering Information-Front Suspension Noise, Clunk, Popping, Rattle - (Mar 29, 2010)

Subject: EI 10035 -- Engineering Information --Front Suspension Noise, Clunk, Popping, Rattle

Models: 2010 Chevrolet Camaro



Attention: Proceed with this PI ONLY if the customer has commented about this concern AND the EI number is listed in GMVIS. If the customer has not commented about this condition or the EI does not show in GMVIS, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL -- refer to Service Bulletin 04-00-89-053C for more details on the use of Engineering Information PIs.

This PI is being revised to update the contact information. Please discard PIE0054

Condition

Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this PI.

Some customers may comment on a noise coming from the front suspension. Description of the noise can include suspension clunk, popping or rattle. Upon further inspection, the noise can be generally traced to the front strut assembly.

Strut assembly components, including struts and top mounts, returned under warranty have been tested with no trouble found.

Cause

GM Engineering is attempting to determine the root cause of the condition above. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Instructions

Perform the standard inspection for suspension noise, including visual inspection, fastener checks and ride evaluations, to rule out obvious causes. Refer to Noise Diagnosis - Front Suspension in SI. Define and record the customer's comments - be as specific and detailed as possible.

Contact GM engineer Anthony Lyscio (listed below) prior to performing any further repairs. If he cannot be reached, contact James Logan (also listed below).

Contact Information

Engineer Name	Phone Number
Anthony Lyscio	586-907-3762
James Logan	586-907-2740

If the engineer is unable to take your call, please leave the information listed below in a message.

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O.) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
E9500*	Engineering Information -- Front Suspension Noise	1.0 hr
* This is a unique labor operation number for PI use only. It will not be published in the Labor Time Guide.		

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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