

Subject: Engineering Information - Popping and/or Clunking Type Noise Heard During Hard Turns, Steep Driveway Entries/Exits and/or Going Over Speed Bumps, Creaking Type Noise While Turning Wheel Left and/or Right, Clicking Type Noise Heard On Slow Sharp Turns

Attention: Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PIE and proceed with diagnostics found in published service information. THIS IS NOT A RECALL refer to Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2021	2022	-	-	-	-
Chevrolet	Silverado 1500	2019	2021				
	Silverado 1500 LTD (RPO J21, 12th VIN Digit = 4 or less)	2022	2022				
	Suburban	2021					
	Tahoe						
GMC	Sierra 1500	2019	2021				
	Sierra 1500 Limited (RPO J21, 12th VIN Digit = 4 or less)	2022	2022				
	Yukon Models	2021					

Involved Region or Country	North America
Condition	<p>Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.</p> <p>Some customers may comment on having one or more of the following conditions:</p> <ul style="list-style-type: none"> • Popping and/or clunking type noise heard during hard turns, steep driveway entries/exits and/or going over speed bumps • Creaking type noise while turning wheel left and/or right • Clicking type noise heard on slow sharp turns
Cause	This condition may be due to the front upper control arm ball joint nut being loose or missing.

Correction

If you encounter a vehicle with the above concern, perform the following steps and contact the engineers listed below with your findings:

Ensure that vehicle meets the following qualifications:

- The vehicle has not been modified with a suspension lift or level kit.
- The vehicle has factory specification tires, wheels, and struts.
- The vehicle history does not include previous repairs which would have required upper control arm ball joint nut removal and upper control arm/knuckle separation on either side of vehicle.

Measure the tightening torque of both upper control arm ball joint nuts and document your measurements. If an upper control arm ball joint nut is less than 15 NM static tightening torque on one side of vehicle and greater than 40 NM on the opposing side, and the above statements are true, please contact the listed engineer. Given that all requirements are met, and after conversation with the listed engineer, we will need the upper control arm, upper control arm ball joint nut, and knuckle from both sides of the vehicle.

Additional Special Instructions:

1. Pictures needed (from the loose side)
 - 1.1. Upper and lower strut mounting locations (to ensure the vehicle has not been lifted or leveled).
 - 1.2. Complete strut assembly.
 - 1.3. Side wall of tire showing size and type (to ensure the vehicle is equipped with factory size and spec tires).
 - 1.4. Complete wheel and tire assembly.
 - 1.5. Close-up picture showing the upper control arm ball joint nut to knuckle interface (prior to disassembly).
2. When removing the nut, try not to touch the nut face (bottom side of nut) and carefully place it in a small zip lock bag and place it in the return box so that it's not rubbing against anything.
3. Carefully label all left and right side parts (including the nut), denoting the loose side.

Contact Information

The Contact Information has been redacted.

Please include the following information if leaving 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
8080648*	Engineering Information - Popping Noise Heard On Hard Turns and/or Going Over Speed Bumps	0.5 hr

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

Version	1
Modified	Released February 28, 2022