

Wheels: An e-mail from Nancy, says, “I wrote before concerning the maddening rattle in my 2000 GMC 2-wheel-drive Jimmy. You recently mentioned a TSB for a steering shaft problem. Could this be my vehicle’s problem? How can I get a copy of that TSB for an independent mechanic or can they access the information? Another question: Does a TSB mean the dealer will fix the problem free of charge? Thank you for your help!”

Halderman: I checked for technical service bulletins for your vehicle and while there were none listed for problems with the steering shaft, I did discover one for a rattle that could be thought to come from the shock absorber. The bulletin number is 01-08-63-001A (dated 8/14/01) and it discusses that a rattle noise can come from a hood hinge and can be corrected by using a spring washer between the fastener and the hinge. According to the bulletin, the rattle noise is most noticeable while driving over rough roads. Independent shops can purchase access to the factory service bulletins and service information. If a problem covered by a technician service bulletin occurs when the vehicle is within the warranty period, the cost is covered by the warranty. If the vehicle is outside of the warranty period, then the cost of the repair mentioned in a technical service bulletin is paid by the vehicle owner. A recall or campaign is different from a technical service bulletin. If there is a recall or campaign, the cost is paid by the vehicle manufacturer.

