



Service Bulletin

File in Section: -

Bulletin No.: PIP4826C

Date: November, 2012

PRELIMINARY INFORMATION

Subject: Vibration Moan Or Buzz Type Noise Heard Or Felt Inside Passenger Compartment

Models: 2011 - 2013 Chevrolet Silverado
2011 - 2013 GMC Sierra
Equipped with the 6.6 Duramax Diesel Engine (RPO codes LML and LGH)

This PI was superseded to update model years and parts information. Please discard PIP4826B.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

A dealer may encounter a customer concern of a vibration, moan, or buzz type noise heard from either inside the passenger compartment, or from under the hood. The noise may be described as coming from passenger side front of engine compartment, or from the cowl area. The noise is heard better when the engine RPM is raised to between 2300 to 2600 RPM.

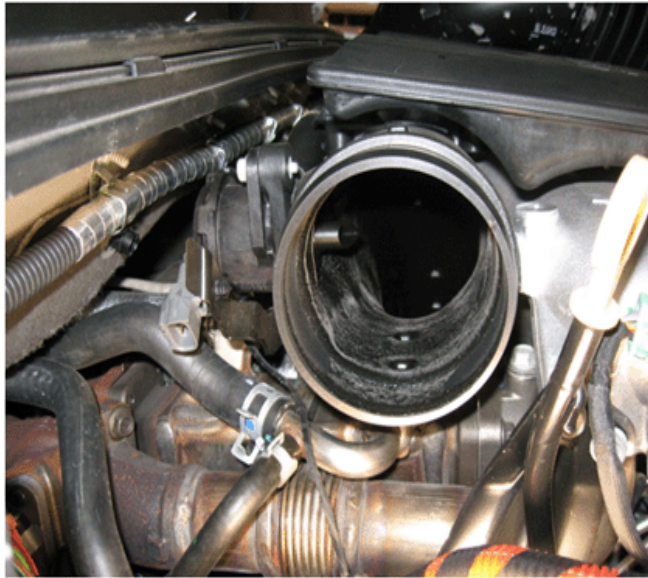
Recommendation/Instructions

If the vehicle has a noise as described in this PI, verify the noise will change if slight pressure is put on the heater hoses. If the noise dissipates with light pressure applied on the heater hose, rotating the heater hose may alleviate the noise.

Note: The heater hose configuration is different on early build 2011 trucks when compared to late build 2011, 2012 and 2013 trucks. The early built 2011 trucks will have the original first design heater hose. The late build 2011 (built after June 29, 2011), 2012 and 2013 trucks have a different second design heater hose. If the vehicle is built with the newer style second design hose, it is not possible to rotate the hose as described in this PI. If this newer hose is encountered, replace the heater hose with the first design hose (PN's listed below), and follow the procedure below.

To rotate the inlet heater hose follow the steps below.

1. Make sure engine has cooled down and cooling system pressure has been released.
2. Squeeze the clamp tangs to loosen the clamp on the hose.
 - A. Removal of the hose for a first design 2011 heater hose is not necessary so there should be no coolant loss.
 - B. For the second design hose found on 2011 (late build), 2012 and 2013 trucks, complete the heater hose replacement (using part numbers supplied below) following the current SI repair procedure.
Final positioning of the replacement hose should be completed as described and shown in the picture below.
3. Rotate the hose (approximately 60 degrees counter clockwise) on the steel pipe fitting at the EGR cooler. The inlet heater hose has a molded bend and a quick disconnect fitting at the heater core. After the hose is rotated be sure the molded bend is at the highest vertical point or approximately the 12 o'clock position. Rotate or wiggle the hose connection at the vehicle's body side to remove any pre-load in quick-connect fitting.
4. Release clamp tangs to engage or tighten the clamp at the EGR cooler.
Please see completed hose relocation below.



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Re-evaluate the noise after the hose has been rotated on the EGR cooler fitting.

Parts Information

Note: New hoses are only required for late build 2011 (after June 29, 2011), 2012 and 2013 trucks with a longer style heater hose.

Part Number

Usage

Description

Qty

12639068

LML

Heater hose

1

22806747

LGH

Heater Hose

1

11570817

LML and LGH

Clamp

2

Warranty Information

For vehicles repaired under warranty use:

Labor Operation

Description

Labor Time

D2748

HEATER INLET HOSE REPLACEMENT

Use Published Labor Operation Time

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.