



Service Bulletin

PRELIMINARY INFORMATION

Subject: Engine Whine Noise At 1500-1800 RPM

Models: 2011-2013 Cadillac Escalade Models
2011-2013 Chevrolet Silverado, Suburban, Tahoe
2011-2013 GMC Sierra, Yukon

With any of the following V8 Engine RPO Codes: 5.3L, 6.2L LC9, LMG, LH9, L94, L9H

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

Condition/Concern

You may receive a vehicle with a concern of an audible engine whine noise at 1500-1800 rpm.

This noise can be heard inside vehicle at or near the right side of dash/bulkhead area.

Recommendation/Instructions

If this is encountered: follow the steps below.

1. Verify the coolant level
2. Remove the serpentine belt to verify the noise goes away
3. Replace the thermostat and retest
4. If replacing the thermostat does not repair the audible engine whine noise at 1500-1800 rpm, replace the water pump

| Labor Operation | Description | Labor Time |
|-----------------|---------------------------------------|------------------------------------|
| J3500 | Engine Coolant Thermostat 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.

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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