



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Intermittent Hoot Whine Buzz Type Noise From The Brake Booster Area With Brakes Applied

**Models:** 2013 Buick Encore

### Condition/Concern

A customer may comment of an intermittent hoot, howl, whistle, whine or buzz type noise when the brake pedal is applied while at a stop. Upon Dealer diagnostics the noise is perceived to be from the auxiliary vacuum brake assist pump or the brake booster area.

The concern can be very intermittent and the dealer may have a difficult time duplicating the concern. The concern seems to happen in higher ambient temperatures and with a hot engine after an extended drive.

### Recommendation/Instructions

**Note:** Do NOT replace any parts at this time.

Currently, this condition is considered a normal operating characteristic, however, engineering is in the process reviewing this condition to determine if a repair is needed.

Dealers with a TAC Case will be notified when this review is complete to advise of the decision.

**Important:** This concern is not safety related and is only a noise annoyance, and will not affect braking performance. No warning lights, messages, or DTCs will set as a result of this concern.

### Customer Information

Please communicate to the customer this condition is currently considered a normal operating characteristic of their vehicle, however, General Motors is determining if a repair can be created to diminish or eliminate this condition. If a solution becomes available, this PI will be updated with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

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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