



Service Bulletin

PRELIMINARY INFORMATION

Subject: Whine Noise – Varies with Engine Speed

Models: 2011-2013 Cadillac Escalade Models
2011-2013 Chevrolet Avalanche, Express, Silverado, Suburban, Tahoe
2011-2013 GMC Savana, Sierra Models, Yukon Models
Equipped with V8 Engine RPOs L20, L96, LC9, LMG, L9H, L94

This PI is being revised to include the 2012-2013 model years and update the Recommendation/Instructions. Please discard PI0534.

Condition/Concern

Some customers may comment on a whine noise that may appear to be coming from the power steering pump.

Recommendation/Instructions

There have been some reported cases of water pumps causing this type of noise. Confirm the whine is not coming from the water pump or other engine driven accessories before replacing the power steering pump.

Use complete diagnostics to fully root cause the noise before replacing parts.

Engineering suggests using a vehicle that is quiet to compare to the suspect vehicle. This can be accomplished by listening to accessory drive components using a mechanic's stethoscope and comparing them to the noisy vehicle.

A noise from the water pump or other components will be very obvious when the stethoscope is brought into contact with the housing of that component.

Components that do not exhibit unusual noise should not be replaced.

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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