



# 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 update the Recommendation/Instructions. Please discard PI0534A.*

### 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 whine noise coming from the accessory drive area. Confirm the whine is not coming from 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 a suspect component 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.

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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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