



Service Bulletin

File in Section: -

Bulletin No.: PIE0268

Date: August, 2013

PRELIMINARY INFORMATION

Subject: Engineering Information – Engine Whine Noise at 1000-1900 RPMs

Models: 2011-2013 Cadillac Escalade Models
2011-2013 Chevrolet Avalanche, Silverado, Suburban, Tahoe
2011-2013 GMC Sierra, Yukon Models
Equipped with 5.3L or 6.2L Engine (RPO LC9, LMG, LH9, L94 or L9H)

Attention: Proceed with this PI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to the latest version of Service Bulletin 04-00-89-053E for more details on the use of Engineering Information PIs.

Condition

Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.

Some customers may comment on a whine noise at low engine speeds. The whine noise can be heard inside the vehicle under the right side of the dash near the heater core area. The noise is typically heard at speeds between 1000-1900 RPMs.

Cause

GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Instructions

If you encounter a vehicle with the above concern, please contact one of the engineers listed below for further instructions. DO NOT attempt any repairs prior to calling.

Contact Information

Engineer Name	Phone Number
Lance Putrus	586-961-9067
Adam Freeman	248-836-8836

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
4080168*	Engineering Information – Engine Whine Noise	0.2 hr
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		