



Service Bulletin

File in Section: -

Bulletin No.: PIC5875

Date: June, 2013

PRELIMINARY INFORMATION

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

Models: 2013 Buick Encore

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

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.

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.