



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Diagnostic Tip: Important Information Needed When Calling TAC for Diagnostic Help on Vibration Complaints

**Models:** 2015 Cadillac Escalade Models  
2015 Chevrolet Silverado, Suburban, Tahoe  
2014 Chevrolet Silverado 1500  
2015 GMC Sierra, Yukon Models  
2014 GMC Sierra 1500

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

### Condition/Concern

Diagnosing a vibration issue can be a difficult task, with increased difficulty for TAC to diagnose over the phone. Before calling TAC for assistance, there is some basic diagnostic information that must be obtained in order for TAC to provide proper direction in repairing the vehicle.

### Recommendation/Instructions

Vibration diagnostic information is found in Service Information (SI) under:

General Information > Vibration Diagnosis and Correction> Diagnostic Information and Procedures

This section also gives information on run out specifications, vibration theory and terminology, Vibration analysis using EVA or NVH Oscilloscope, Balancing, etc.

When TAC assistance is needed on a vibration complaint, please gather the information listed below before contacting TAC. It is divided into two areas: 1. With EVA or PICO scope measurements. 2. Without EVA or PICO scope measurements.

#### 1. With EVA or PICO scope measurements (PREFERRED METHOD)

Using a vibration analyzer, like the EVA or PICO scope, is the preferred method for gathering necessary vibration frequency data. The vibration analyzer is similar to a scan tool when diagnosing a MIL. The use of a scan tool is necessary to read the DTC to continue in the right direction, just like the vibration analyzer is necessary to obtain the frequency data to continue in the right direction.

Please perform the Road Testing sheet (listed below) and complete ONLY THE APPLICABLE PORTION of the Vibration Analysis Worksheet found in the Latest Version of Bulletin 03-00-91-001 (Document ID: 3287275) before contacting TAC for further direction.

Vibration Analysis - Road Testing (CH-51450-NVH PICO/Oscilloscope) Document ID: 3686560 (PREFERRED METHOD)

Or

Vibration Analysis - Road Testing (EL-38792-A Electronic Vibration Analyzer) Document ID: 2213708

#### 2. Without EVA or PICO scope measurements (NOT PREFERRED)

Using a vibration analyzer, like the EVA or PICO scope, is the preferred method for gathering necessary vibration frequency data. The vibration analyzer is similar to a scan tool when diagnosing a MIL. The use of a scan tool is necessary to read the DTC to continue in the right direction, just like the vibration analyzer is necessary to obtain the frequency data to continue in the right direction. It would be highly recommended to obtain a vibration analyzer to obtain frequency data, but if one is not available, the necessary vibration frequency data will have to be obtained based on symptoms observed during testing. Review Symptoms - Vibration Diagnosis and Correction (Document ID: 2213711) to become familiar with the possible frequency ranges.

After performing the symptom based diagnostics (Document ID: 2213711), complete the appropriate vibration analysis sheet below, as well as the APPLICABLE PORTION of the Vibration Analysis Worksheet found in the latest version of Bulletin 03-00-91-001 (Document ID: 3287275) before contacting TAC.

- Vibration Analysis - Tire and Wheel (Document ID: 2084481)
- Vibration Analysis - Driveline (Document ID: 2086608)
- Vibration Analysis - Engine (Document ID: 2213709)
- Vibration Analysis - Hub and/or Axle Input (Document ID: 2073813)

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.

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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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