



# Service Bulletin

File in Section: -

Bulletin No.: PIP5196

Date: May, 2014

## PRELIMINARY INFORMATION

**Subject:** Rear Axle Gear Or Bearing Whine Noise At Highway Speeds

**Models:** 2015 Chevrolet Tahoe Suburban  
2015 GMC Yukon  
2015 Cadillac Escalade  
C15706 and L83 built on or before 2/13/2014, C15706 and L86 built on or before 3/24/2014, C15906 and L83 built on or before 2/26/2013, K15706 and L83 built on or before 3/14/2014, K15706 and L86 built on or before 4/1/2014

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

### Condition/Concern

Some customers may comment on a whine noise at highway speeds from the rear of the vehicle. The dealer may also notice that there seems to be a slight whine noise that presents with the characteristics of a rear axle whine.

### Recommendation/Instructions

If noise is diagnosed to be a rear axle related whine noise at highway speed review service information "Symptoms - Rear Drive Axle" as certain axle noise levels are characteristic of torque multiplication that occurs at a 90 degree turn in the driveline. Compare with a like vehicle, engine, axle ratio and wheel base for comparison. If the noise level is deemed excessive check the vehicle build.

#### 2WD:

If the vehicle build is any of the following C15706 and L83 built on or before 2/13/2014, C15706 and L86 built on or before 3/24/2014, C15906 and L83 built on or before 2/26/2013 these vehicles were produced with a 5 inch (12.7 CM) propeller shaft. Check the part number on the tag on the rear propeller shaft. If any of the following part numbers are found 22760927, 22760928 or 22760929 then swap the propeller shaft from a like build vehicle equipped with a 4 inch (10.1 CM) propeller shaft. If swapping the propeller shaft corrects the condition or reduces the noise level to that of an acceptable level then order a propeller shaft from CC&A for the vehicle based on VIN. If swapping the propeller shaft does NOT reduce or eliminate the condition then continue with diagnosis using published noise diagnostics.

**Note:** The 4 inch (10.1 CM) in diameter Service replacement propeller shafts contain improved internal tube deadeners that can reduce the radiated noise.

#### 4WD:

If the vehicle build is any of the following K15706 and L83 built on or before 3/14/2014, K15706 and L86 built on or before 4/1/14 then check the part number on the tag on the rear propeller shaft. If any of the following part numbers are found 23147486 or 23147487 then swap the propeller shaft from a like build vehicle built after 4/2/2014. (The K15706 L83/L86 are 4" but replacement propeller shafts have the improved liners which add damping.) If swapping the propeller shaft corrects the condition or reduces the noise level to that of an acceptable level then order a propeller shaft from CC&A for the vehicle based on VIN. If swapping the propeller shaft does NOT reduce or eliminate the condition then continue with diagnosis using published noise diagnostics.

This condition is not a durability issue so the vehicle can be returned to the customer while parts are ordered. As stated above some noise is normal and replacement of the propeller shaft may greatly reduce the noise but may not eliminate it completely.

### Warranty Information

For vehicles repaired with propeller shaft replacement please use labor operation:

Labor Operation	Description	Labor Time
3020340	Rear Propeller Shaft Replacement	Use Published Labor Operation Time

For vehicles repaired without prop shaft replacement use appropriate labor operation.

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.