



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Whine Noise Operating In 4wd

**Models:** 2015-2016 Chevrolet Silverado HD 2500/3500  
2015-2016 GMC Sierra HD 2500/3500  
Equipped with 4WD

*This PI was superseded to update Model Years. Please discard PIP5245.*

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

### Condition/Concern

Some customers may comment on various noises associated with 4wd operation.

### Recommendation/Instructions

One of the many advantages of the new 2015 MY pick-ups is the cabin is quieter compared to previous model years. For that reason, when the vehicle is in 4WD mode (HI or Low), there may be some noticeable sound from the transfer case. This sound may be described as a whining. This sound can be described as being a very broad band frequency.

With the vehicle in 4WD mode, this sound will be present on both acceleration (30-40 mph) and deceleration. The sound will increase when driving on dry pavement in 4WD. It can also be identified since it disappears or reduces considerably in 2WD mode.

Before beginning any diagnosis it is imperative to review the Symptoms - Transfer Case in SI and perform the necessary inspections. In all cases the complaint vehicle should be compared to another like vehicle before beginning any repairs.

This information applies to 2015 and 2016 model year vehicles listed above.

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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