



Service Bulletin

PRELIMINARY INFORMATION

Subject: Faint High Pitched Whine Noise In Auto 4 Wheel Drive

Models: 2014-2016 Chevrolet Silverado
2014-2016 GMC Sierra
2015-2016 Chevrolet Suburban Tahoe
2015-2016 GMC Yukon, Yukon XL, Yukon Denali
2015-2016 Cadillac Escalade, Escalade ESV
Equipped with Automatic Transmission and 4 wd RPO NQH or NPO

This PI was superseded to update Model Years. Please discard PIP5261

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 high pitched whine noise from the vehicle noticed when driving in auto 4wd. The customer may comment that it is an intermittent noise and no noticeable pattern to when it can be heard.

Recommendation/Instructions

The transfer case control module on these vehicles is located next to the accelerator pedal and is not covered by any close out or hush panels.

When the transfer case control module has to move the transfer case actuator motor the higher current passing through the module causes an "electronic buzz or whine" within some of the capacitors in the module that can be heard by some of our customers.

Typically this can only be heard with all accessories and HVAC off and only when actuator movement is required. This does not indicate a concern with the module and should not be replaced to address this concern.

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.

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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