



# Service Bulletin

File in Section: -

Bulletin No.: 16-NA-249

Date: October, 2017

## INFORMATION

**Subject: Low Audible Whine Noise from Engine**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	LaCrosse	2011	2016			LAF, LEA, LHU, LDK, LUK, LNF, LE5, LE9	
	Regal	2011	2017				
	Verano	2012	2017				
Chevrolet	Captiva	2010	2017				
	Cobalt	2010	2010				
	Equinox	2010	2017				
	HHR	2010	2011				
	Malibu	2010	2013				
	Impala (VIN 1)	2014	2014				
GMC	Terrain	2010	2017				
Pontiac	G6	2010	2010				
	Solstice						
Saturn	SKY						
	VUE						

<b>Involved Region or Country</b>	North America and N.A. Export Regions
<b>Condition</b>	Some customers may comment on a low audible whine noise coming from the engine.
<b>Cause</b>	This may be caused by a new balance shaft chain and/or tensioner.

### Information

If the whining noise has been found to be transmitting from the balance shaft drive chain, validation of the vehicle mileage and/or previous engine repairs must be performed.

- If the vehicle has been found to have low mileage, the engine may need additional time for proper break-in of the balance shaft chain up to 10,000 vehicle miles (16,093 km).

- If previous engine repair was performed that required the balance shaft chain to be removed or replaced, refer to the latest version of PIP3535. If after checking for conditions outlined in PIP3535 and correcting as necessary, the whine noise is still present, this engine may also need additional time for the proper break-in of the new balance shaft chain, up to 10,000 miles (16,093 km).

<b>Version</b>	2
<b>Modified</b>	October 05, 2017 - Update Malibu model year to 2013.

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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