



# Service Bulletin

File in Section: -

Bulletin No.: 16-NA-372

Date: September, 2017

## INFORMATION

**Subject:** Information on Diesel Engine Ticking Noise

| Brand:    | Model:    | Model Year: |      | VIN: |    | Engine: | Transmission: |
|-----------|-----------|-------------|------|------|----|---------|---------------|
|           |           | from        | to   | from | to |         |               |
| Chevrolet | Silverado | 2017        | 2018 |      |    | L5P     | All           |
| GMC       | Sierra    | 2017        | 2018 |      |    | L5P     | All           |

|                                   |   |
|-----------------------------------|---|
| <b>Involved Region or Country</b> | North America, and Israel (Export Dealers please contact your Local Technical Assistance Center if there are additional questions.)   |
| <b>Additional Options (RPO)</b>   | Equipped with Duramax™ Diesel Engine (RPOs L5P)   |
| <b>Condition</b>                  | Some of the above vehicles may exhibit a random ticking noise that is most audible on warm engine in idle and elevated idle condition with fresh oil, typically seen at the first 20% oil life (100% - 80% oil life). The noise usually is most noticeable at the rear of the driver's side front wheel well. Customers may also comment about hearing a tick noise in drive through. All 6600 Duramax™ diesel engines have this condition; however, some are more audible than others. Engine build variation from engine to engine contributes to differences in perceived volume. All Duramax™ engines are manufactured to very close tolerances to meet the durability and reliability standards. |
| <b>Cause</b>                      | This ticking noise is caused by oil bubbling and excited by the V8 configuration and combustion sequence. The noise could be described as an irregular ticking or clacking sound, like random typing on a mechanical typewriter.  |

### Information

This condition has been present in diesel engines produced for the last 20 or more years (refer to the latest version of Bulletin No.: 02-06-01-022), and does not have any impact on engine reliability and durability. The overall combustion background noise reduction in the new engines made more audible the known ticking. Many manufacturers such as Ford, Isuzu, Hino, Mitsubishi and Nissan report a similar condition in their diesel engines.

Dealers should not attempt to compare any customer vehicles exhibiting this noise with other similar vehicles as the noise is different from vehicle to vehicle and this may lead to the incorrect conclusion that the vehicle has a condition. This noise is a normal operating characteristic of the engine. This noise has no short or long term effects on the engine. Do not attempt repairs for this noise.

**Important:** Replacing the engine or internal components for this noise will not reduce or eliminate the noise.

Please share the information found in this bulletin with customers who inquire about this condition. In the event they have additional questions or concerns, please advise them to contact Customer Assistance.

|                 |   |
|-----------------|---|
| <b>Version</b>  | 3   |
| <b>Modified</b> | August 29, 2017 — Updated Model Years.<br>September 13, 2017 — Updated Condition. |

Additional Keywords: Allison, A1000, LCT1000, Transmission, 6.6, 6.6L, Tick, MW7, Click, Clicking

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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