



# Service Bulletin

File in Section: -

Bulletin No.: 16-NA-372

Date: March, 2018

## INFORMATION

**Subject: Information on Engine Noises Commonly Heard on 6.6 Diesel Engines**

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>	A customer may comment on a vehicle making noises and request clarification of what is causing the noise. These noises may be described as a tick, click, or a cycling noise. These noises may be further identified by determining when and where on the vehicle they occur. The description if these noises and a sound file of what they sound like can be found in Emerging Issue 10218.02V-020218-VOD. Dealers in Canada can review TAC Talk 52018.03D-0D March 2018 — Powertrain segment.

### Information

Here is some information on each of these noises:

- This is a rhythmic ticking that can be heard during deceleration. This noise is usually but not limited to being heard from about the passenger side of the vehicle. This noise is the fuel injectors firing (one injector per deceleration and not always the same injector) and is a normal function of the engine and calibration system.
- You may hear some noises from under the hood after the vehicle has been turned off. You will notice that they are the same noises most every time the engine is turned off. These noises seem to be coming from the turbocharger and/or the intake air valve. These parts will cycle after the engine is turned off and it is to be considered a normal condition.
- Another noise is diesel engine tick. This noise is present in all diesel engine produced in the last 20 years, does not have any impact on engine reliability and durability, and may be more noticeable on the L5P because of the major reduction in combustion background noise. This

occurs at idle and can be heard to be louder when standing just behind the driver's front wheel. The noise may be more noticeable in the first 20% of engine oil life. 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.

- Lastly, you may hear a tick noise from under the vehicle and typically heard at low vehicle speed and especially next to a building, like when going through a drive through. This is the DEF Injector and again is normal 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>	4
<b>Modified</b>	August 29, 2017 — Updated Model Years. September 13, 2017 — Updated Condition. March 09, 2018 — Updated Information and Condition.

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

