



# Service Bulletin

Bulletin No.: 19-NA-136

Date: June, 2019

## TECHNICAL

**Subject: Howling, Whining/Whirring, Shudder/Vibration, and/or Grinding Noise While in 4HI, 4HI Auto and/or During Parking Lot Maneuvers in Auto Mode**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade	2015	2019				
Chevrolet	Silverado	2014	2018				
	Silverado LD	2019	2019				
	Suburban	2015	2019				
	Tahoe	2015	2019				
GMC	Sierra	2014	2018				
	Sierra Limited	2019	2019				
	Yukon	2015	2019				

<b>Involved Region or Country</b>	North America
<b>Additional Options (RPOs)</b>	NP0, NQH, NQF
<b>Condition</b>	<p>Some customers may comment on one or more of the following conditions during parking lot maneuvers in AUTO Mode or highway speeds in 4HI or Auto:</p> <ul style="list-style-type: none"> <li>• Howling noise</li> <li>• Whining/Whirring noise</li> <li>• Shudder/Vibration</li> <li>• Grinding noise</li> </ul> <p>Some customers also may state that a noise can be heard in 4HI, but goes away when switched to 2HI.</p> <p>Some technicians may find the concern coming from the transfer case.</p>
<b>Cause</b>	<p>This condition may be caused by normal transfer case clutch plate break in and wear, creating excess contaminants in the fluid.</p> <p>⇒ This may result in a customer complaint of excessive noise present with 4WD engaged and goes away when switched back to 2WD.</p>
<b>Correction</b>	<p>Perform road test to diagnose transfer case noise:</p> <ol style="list-style-type: none"> <li>1. Place vehicle into AUTO mode, and perform low speed parking lot maneuvers, listening for the noise description noted above.</li> <li>2. Place vehicle in 4HI. From a stop under moderate acceleration, listen for any growling, howling, whining or whirring noise.</li> </ol> <p><b>Note:</b> This video audio was recorded by using a picoscope microphone and was provided as an example for what to listen for. The growling/howling/whirring noise can be heard in the vehicle cabin during moderate acceleration in 4HI from a stop, or during steady speed switching between 2HI and 4HI as shown in the video.</p> <ol style="list-style-type: none"> <li>3. As shown in the video above, at approximately highway speeds (55 mph or 89 km/h) toggle between 4HI and 2HI, and listen for the same noise description noted (Growling, etc.).</li> </ol> <p>Once the transfer case noise is confirmed, refer to <i>Transfer Case Fluid Replacement</i> in SI.</p>

## Parts Information

Causal Part	Description	Part Number	Qty
N/A	Fluid	88865601 (in Canada 19367328)	1.6 Qts (1.5 Liters)

## Warranty Information

For vehicles repaired under the Powertrain coverage, use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
3080368*	Diagnostic Test and Test Drive	0.5 hr
Add	Fluid Drain and Fill	0.3 hr
*This is a unique Labor Operation for Bulletin use only.		

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