



Preliminary Information

PIP5727 Diagnosing Hoot Type Noise On 2020 Chevrolet Silverado And GMC Sierra Vehicles Equipped With 10L80 Transmissions MQB

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Silverado	2020	Vehicle build date of 01/01/2020	Vehicle build date of 03/31/2020	L84 L87	MQB
GMC	Sierra Models	2020	Vehicle build date of 01/01/2020	Vehicle build date of 03/31/2020	L84 L87	MQB

Involved Region or Country	North America
Condition	Some customers may comment of a hoot, moan or roaring noise (sounds like blowing over the top of glass bottle) while driving at approximately 20 – 55 mph under light throttle conditions.  The noise only last for a few seconds but may repeat while driving.
Cause	The hoot noise may be coming from the transmission torque converter.

Correction:

Drive the vehicle to get the transmission temperature up to approximately 130 degrees F (54 degrees C).

Use GDS to monitor Torque Converter Clutch (TCC) Slip Speed while driving at low speed under light throttle conditions.

A hoot noise may occur during the apply of the TCC.

As the TCC slip speed decreases during TCC apply the torque converter may produce a hoot type noise.

It has been determined by GM engineering that the hoot noise is a customer annoyance and does not pose a durability concern.

The noise will diminish over mileage and should dissipate after 3,000 – 4,000 miles of driving.

Please communicate to the customer this will not impact the designed performance or reliability of the vehicle.

Please share this information with the customer, including a copy of this message.

If the noise is not present during the apply, reduction of TCC slip speed additional Service Information Diagnostics should be followed to determine the source of the noise.

Below is a sound file of the hoot noise.

SEE SI FOR VIDEO.

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
8480978	Evaluate Transmission Torque Converter Clutch Operation For Hoot Noise	0.7 Hr.

Version History

Version	1
Modified	05/08/2020 - Created on.



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