



Service Bulletin

Bulletin No.: 23-NA-015

Date: April, 2023

TECHNICAL

Subject: Whining Noise Heard Off of Idle

This bulletin replaces PIP5887. Please discard PIP5887.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500 - LTD (RPO J21, VIN Digit 5 = W/Y)	2022	2022	3GCNAAEK8NG588641 (Silao), 1GCPDAEK6NZ547554 (FW)	3GCPDKEK0PG200505 (Silao), 1GCPDBEK4PZ171669 (FW)		
	Silverado 1500 - New (RPO J22, VIN Digit 5 = A/D)						
	Silverado 1500	2023	2023				
GMC	Sierra 1500 - Limited (RPO J21, VIN Digit 5 = 8/9)	2022	2023	3GTPUBEK2NG595719 (Silao), 1GTPUAEK8NZ554909 (FW)	3GTPUAEKXPG174473 (Silao), 1GTPHCEK9PZ174111 (FW)		
	Sierra 1500 - New (RPO J22, VIN Digit 5 = H/U)						
	Sierra 1500	2023	2023				

Involved Region or Country	North America
Condition	Some customers may comment that a whining noise can be heard off of idle.
Cause	This condition may be caused by the balance gear mesh
Correction	<p>Note: This will affect vehicles with under 10,000 miles (16,000 km) on the odometer. Refer to the information section for examples of engine noise.</p> <p>⇒ If the noise has been validated to be coming from the balance shaft gear, replace the lower crankcase extension.</p>

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

Information

The following information compares the possible L3B NVH Concern to a good vehicle:

Acceptable NVH:

In this file, you will hear noise related to operation of the engine from 750RPM to 2,500RPM recorded at passenger side front fender. This is normal engine operating noise, no lower crankcase extension replacement is required.

Unacceptable NVH:

In this file, you will hear noise related to operation of the engine from 750RPM to 2,500RPM recorded at passenger side front fender. In this recording an audible whine noise between 1000-2500rpm coming from under the hood area both hot and cold is present. This noise could be mistaken for a generator bearing noise or turbocharger noise. If you experience this type of noise, use a stethoscope to see if the noise can be isolated to the lower oil pan area or lower crankcase extension. In severe cases this noise may cause customer dissatisfaction where a lower crankcase extension replacement is required.

The information found in this bulletin can be shared with customers that may inquire about this condition. In the event they have additional questions or concerns, please advise them to contact Customer Assistance:

Service Procedure

Refer to *Lower Crankcase Extension Replacement* in the Service Manual.

Parts Information

Important: Only select the parts that coincide with the repair performed. Replace the part with the P/N outlined in the Electronic Parts Catalog (EPC) in accordance with the vehicle VIN.

Causal Part	Description	Part Number	Qty
X	EXTENSION, LWR C/CASE	12725073	1
X	EXTENSION, LWR C/CASE	12724346	1
N/A	BOLT, A/TRNS FLEX PLT	11548684	8
N/A	BOLT, BAL SHE SPKT	11548560	1
N/A	Crankshaft Rear Oil Seal Housing	12731559	1
N/A	GASKET, ENG OIL CLR	12670864	2
N/A	GASKET, EXH SYS FRT	84407373	1
N/A	BOLT, RR S/ABS LWR BRKT	11561300	1
N/A	SEAL, OIL LVL IND TUBE	12670252	1
N/A	PAN, OIL	12732388	1
N/A	GASKET, O/PMP SUC PIPE	55487654	1
N/A	SEAL, A/TRNS CASE EXTN	24265798	1
N/A	BOOT, TRFER CASE FRT OUTPUT SHF	84124171	1
N/A	SEAL, TRNS CLR PIPE	85628205	1
N/A	OIL, ENG	REFER TO EPC	AS REQUIRED

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
4067020	Lower Crankcase Extension Replacement (RWD)	Use the Published Labor Operations Time

Version	1
Modified	Released March 30, 2023

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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