



Service Bulletin

Bulletin No.: 19-NA-136

Date: May, 2024

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	2025				
Chevrolet	Colorado	2015	2025				
	Silverado	2014	2018				
	Silverado 1500 (New Model – 12th VIN Digit = 7) - 4WD	2019	2019				
	Silverado 1500 (New Model)	2019	2019				
	Silverado 1500	2020	2021				
	Silverado 1500 - LTD (RPO J21, VIN Digit 5 = W/Y)	2022	2022				
	Silverado 1500 - New (RPO J22, VIN Digit 5 = A/D)						
	Silverado 1500	2023	2025				
	Silverado 2500HD/3500HD	2019	2025				
	Silverado LD	2019	2019				
	Suburban	2015	2025				
	Tahoe	2015	2025				
	GMC	Canyon	2015	2025			
Sierra		2014	2018				
Sierra 1500 (New Model)		2019	2019				
Sierra 1500		2020	2021				
Sierra 1500 - Limited (RPO J21, VIN Digit 5 = 8/9)		2022	2022				
Sierra 1500 - New (RPO J22, VIN Digit 5 = H/U)							
Sierra 1500		2023	2025				
Sierra 2500HD/3500HD		2019	2025				
Sierra Limited		2019	2019				
Yukon		2015	2025				

MYC, M5U, MF6, MQC, MHS, MY8, M5T, N8R, MFC, MQB, NQE, MHT, MI2, MYB, MW7, MGM, MGU, MKM

Involved Region or Country	North America, Middle East, Israel, Palestine, Chile, Paraguay, Uruguay, Peru, Japan, Thailand, Australia, New Zealand, Uzbekistan, Russia, Columbia, Ecuador, GM Korea Company, S. Korea, and Europe.
Additional Options (RPOs)	NP0, NQ6, NQ7, NQF, NQG, NQH
Condition	<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">• Howling noise• Whining/Whirring noise• Shudder/Vibration• Grinding noise <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>

<p>Cause</p>	<p>This condition may be caused by normal transfer case break-in and wear period, creating excess contaminants in the fluid. ⇒ This may result in a customer complaint of excessive noise present with 4WD engaged and goes away when switched back to 2WD.</p>
<p>Correction</p>	<p>Perform road test to diagnose transfer case noise:</p> <ol style="list-style-type: none"> 1. Place vehicle into AUTO mode, and perform low speed parking lot maneuvers, listening for the noise description noted above. 2. Place vehicle in 4HI. From a stop under moderate acceleration, listen for any growling, howling, whining, or whirring noise. <div data-bbox="635 488 1401 1249" style="text-align: center;"> </div> <p style="text-align: right; font-size: small;">4823455</p> <p>Note: 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"> 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.). <p>Once the transfer case noise is confirmed, refer to <i>Transfer Case Fluid Replacement</i> in SI.</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.

Parts Information

Causal Part	Description	Part Number	Qty
N/A	Fluid	88865601 (in Canada 19421425)	Refer to Fluid Capacities in SI
		19421180 - 1 LT (in Australia and New Zealand)	
		19421181- 4 LT (in Australia and New Zealand)	
		19375058 - 20 LT (in Australia and New Zealand)	

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.

Version	
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Modified	<p>Released June 19, 2019</p> <p>Revised November 30, 2020 - Added Addition Vehicles to the Model section and Additional Transference RPOs to the Additional Options (RPOs) section.</p> <p>Revised February 19, 2021 - Added Model Year 2020 and 2021 to Escalade, Tahoe, Suburban, and Yukon Models. Revised Cause statement.</p> <p>Revised November 18, 2022 - Added 2022 and 2023 to Model Year.</p> <p>Revised December 21, 2022 - Added Australia and New Zealand Fluid Part Numbers to Parts Information section.</p> <p>Revised May 15, 2024 - Added 2024 and 2025 to Applicable Vehicles.</p>

