



Service Bulletin

Bulletin No.: PIE0799

Date: September, 2024

ENGINEERING INFORMATION

Subject: Engineering Information - Whine and/or Chirp Type Noise Heard Coming from the Engine Compartment

Attention: Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PIE, and proceed with diagnostics found in published service information. THIS IS NOT A RECALL refer to Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

Brand:	Model:	Model Year:		Breakpoint:		Engine:	Transmission :
		from	to	from	to		
Buick	Enclave	2025	2025	—	—	Equipped with 2.5L (RPO LK0)	—
Chevrolet	Traverse	2024					
GMC	Acadia						

Involved Region or Country	U.S. Dealers ONLY
Condition	Some customers may comment on whine and/or chirp type noise heard coming from the engine compartment.
Cause	GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Correction

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.

If you encounter a vehicle with the above concern, perform the following steps BEFORE contacting the engineer below:

1. Record a sound file of the noise at idle.
 - 1.1. Utilizing a Pico Microphone at the oil fill tube with the oil fill cap removed while recording the exhaust camshaft signal by back probing, IF NOT AVAILABLE.
 - 1.2. Utilizing an accelerometer placed on the Dexos Logo of the Oil fill cap, record the exhaust camshaft signal.
2. Attach the sound files to the TAC Case. Please best describe the location that the noise is most prominent in the TAC Case Notes.

- AC on or off?
 - What gear is the transmission in?
 - Engine Oil Temperature?
3. Contact the engineer listed below with your findings and for further instructions

Contact Information

The Contact Information has been redacted.

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If an engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
4088978*	Engineering Information - Whine and/or Chirp Type Noise Heard Coming from the Engine Compartment	0.5 Hrs.
*This is a unique Labor Operation for bulletin use only.		

Version	1
Modified	Released September 16, 2024

