



Service Bulletin

Bulletin No.: PIE0804

Date: September, 2024

ENGINEERING INFORMATION

Subject: Engineering Information - Chirp, Squeal, and/or Whine Type Noise Heard from the Front of Vehicle During a Cold Start and/or While in Operation

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		
Cadillac	Escalade Models	2020	2024	—	—	Equipped with 6.2L (RPO L87)	—
Chevrolet	Silverado 1500	2020	2021				
	Silverado 1500 New (RPO J22, VIN Digit 5 = A / D)	2022	2022				
	Silverado 1500	2023	2024				
	Suburban	2020	2024				
	Tahoe						
GMC	Sierra1500		2021				
	Sierra 1500 New (RPO J22, VIN Digit 5 = A / D)	2022	2022				
	Sierra 1500	2023	2024				
	Yukon Models	2020					

Involved Region or Country	U.S. Dealers ONLY
Condition	<p>Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI</p> <p>Some customers may comment on hearing one or more of the following noises coming from the front of the vehicle during a cold start and/or while in operation.</p>
Cause	<p>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.</p>

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 and call the engineer listed below with your findings.

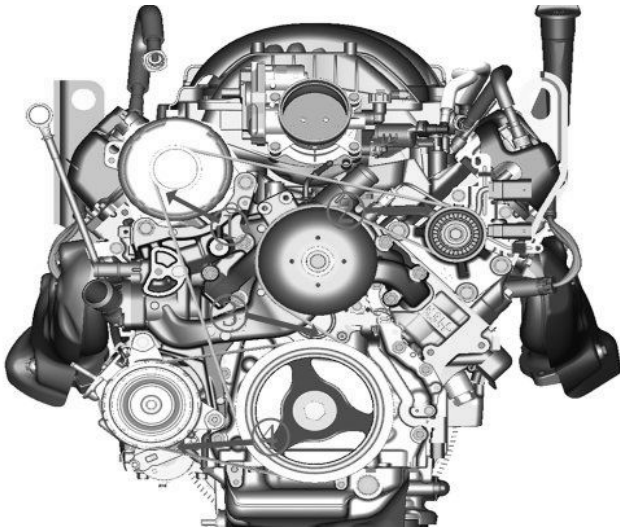
Note: Please review the questionnaire below prior to calling to help aid in diagnosis.

Technician Questionnaire

Customer Condition	Response
Evidence of noise coming from the accessory belt drive during cold start only?	
Evidence of noise coming from the accessory belt drive during normal vehicle operation?	
Is the belt installed correctly on all pulleys?	
Any damage evident on primary or AC belt?	
Any evidence of belt dust present on generator, idler pulley bracket, or front cover?	
Any evidence of pulley damage?	
Does applying water to the belt make the noise disappear momentarily? If so, at which pulley entry point?	



The picture above shows the areas (circled) to look for belt dust.



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The picture above shows where to introduce water to the belt for each pulley (1-4). It is best to use a water bottle with a small hole in the lid to squirt water on the belt grooves. After applying water to 1 of the 4 entry points, allow water to dissipate before applying water at the next entry point.

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
4089318*	Engineering Information - Chirp, Squeal, and/or Whine Type Noise Heard from the Front of Vehicle During a Cold Start and/or While in Operation	0.5 Hrs.

*This is a unique Labor Operation for bulletin use only.

Version	1
Modified	Released September 25, 2024

