



**Bulletin No.:** PIP5958A  
**Published date:** 02/25/2025

## Preliminary Information

### PIP5958A Information On PICO Recording For CVT Transmissions With Noise Concerns

#### Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet Equinox		2025	All	All All		MRQ
Chevrolet Malibu		2019 - 2025	All	All All		MRG
Chevrolet Trailblazer		2021 - 2025	All	All All		MRG
Buick	Encore GX	2020 - 2025	All	All All		MRG

<b>Involved Region or Country</b>	<b>North America</b>
<b>Condition</b>	<b>Whine noise from the transmission while driving</b>
<b>Cause</b>	<b>Internal transmission noise</b>

#### Correction:

Some customers may complain of a noise from the front of the vehicle while driving

This noise may be described, as a whine, grind possibly a bearing noise

If the noise is isolated to the transmission the following steps should be taken

First Inspect the pulleys and chains per bulletin [20-NA-120](#)

If Damage is seen to the pulleys or chain, please replace the transmission per bulletin [20-NA-120](#)

If there is no visible damage to the pulleys or chain the following steps must be taken prior to removal of the transmission

**Note: Ensure you are using a PicoScope purchased through the GM dealer tool network. PicoScopes purchased outside of the GM dealer tool network have different software, which will corrupt the file.**

**Note: For additional training and information on PicoScope, visit the Center of Learning and search for course PicoScope Noise, Vibration, and Harshness Diagnostics Overview and Oscilloscope Diagnostic Kit Description and Operation within SI.**

If you need to download or update the PicoScope, follow the steps below:

1. Log into GM GlobalConnect.
2. Click on the "Departments" drop down menu and select "Service."
3. Under "Applications" on the service page, select "Special Tools and Software updates."
4. You will now be re-directed to [www.gmtoolsandequipment.com](http://www.gmtoolsandequipment.com) (do not access this site directly as it requires the use of GlobalConnect to allow downloads).

5. Click the link under "Software Downloads" for the latest PicoScope software version and a new page will open.

6. Click the setup links and follow instructions to update the tool.

**Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this Preliminary Information, 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.**

## Recording Procedure

1. Place the PicoScope sensor on the plug located on the left side of the transmission, at the base of the unit. This plug is used as a pressure tap for the pulley assembly. The sensor cable can be run into the passenger compartment with the hood closed

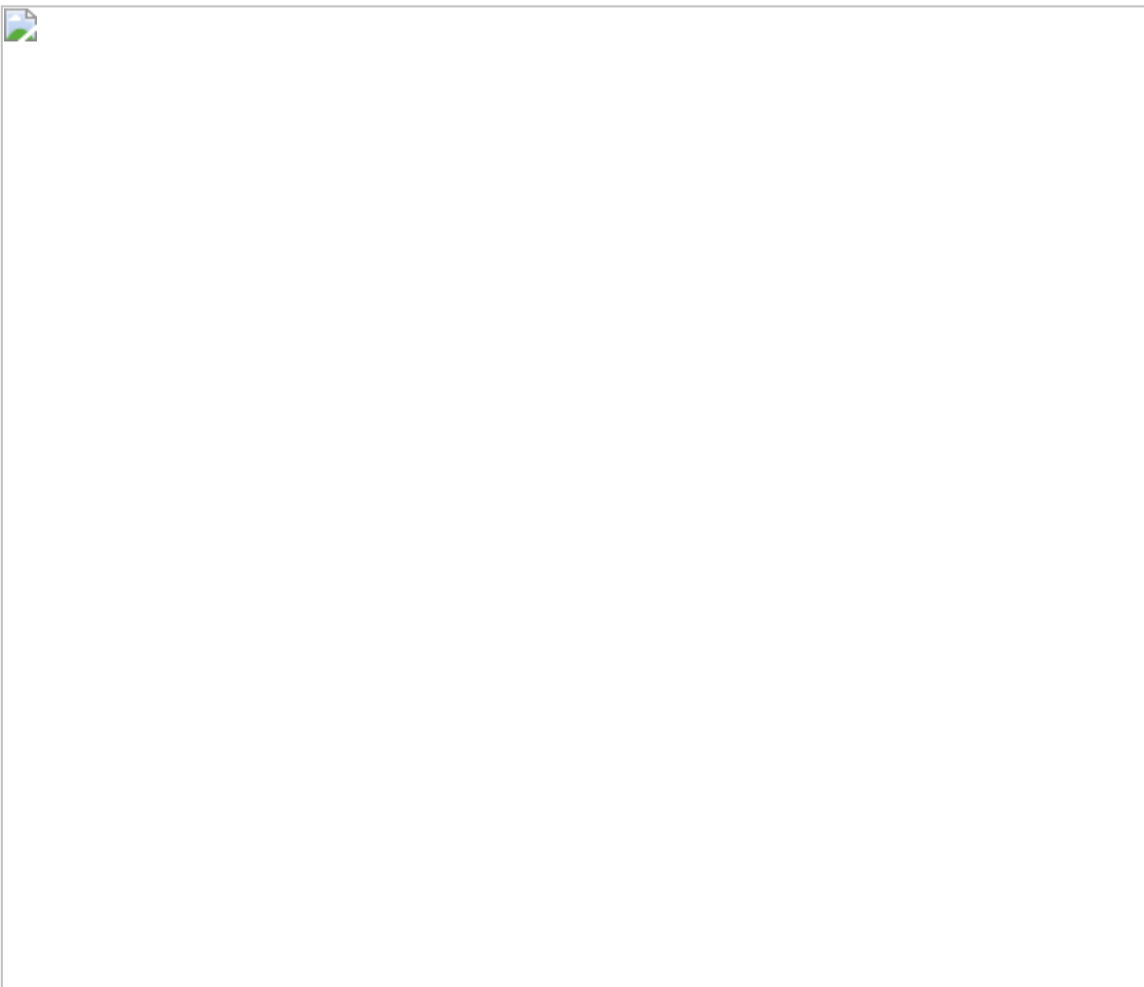


2. Open the most current version of GM NVH

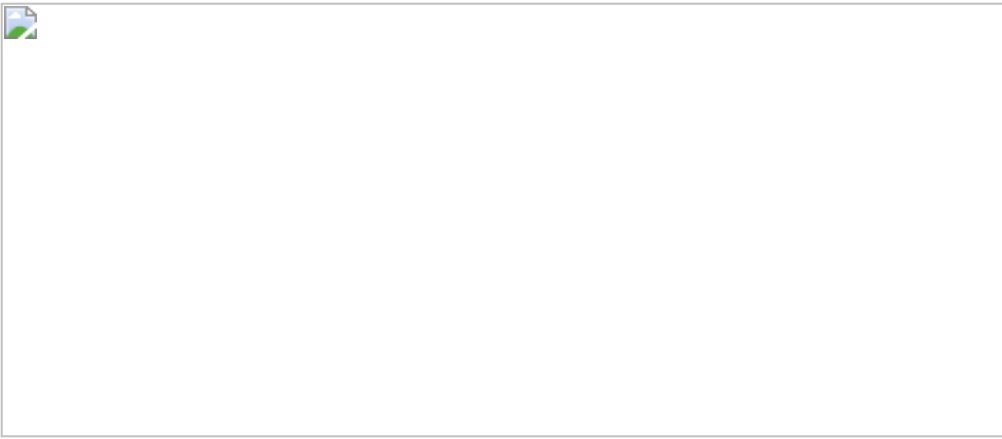


3. After completing the wizard, go back into the setup tab under Vibration Signal and select Single Channel. Select TA148 Interface in the "Box" dropdown and TA144 **Microphone** for the "Sensor" Drop down. Select the Location as Engine Compartment. Also under the Vehicle Information tab set the correct tire size and the proper final drive ratio. For Malibu Final Drive Ratio is 5.10 and For the Trailblazer and Encore GX the final Drive Ratio is 5.44

**Note: If using 3 axis, use center channel only and set up as single axis.**



4. **Drive the vehicle to verify the condition. Once the condition is present please bookmark the beginning of the noise/vibration and maintain the noise to obtain a good recording .**
5. **While the reviewed data is still on the screen, click file save. It should be formatted as .pddata**



6. The next box allows you to save the vehicle information as well as customer information and notes in the Notes box. This could be sensor location, sensor direction and even road surface name, etc. Click Ok when you are done adding information.



- 7. Create an TAC Case by calling in or using Dealer Case Management
- 8. Please attach the recording to the case or e-mail to TACSNAPSHOT@gm.com in the U.S. and TACSNAPSHOTCANADA@gm.com in Canada and in the subject line Put Vibration, your BAC, and last 8 of the VIN. If there are pictures of the Pulleys and the Chain please include these as well, along with the best number by which to contact you at.
- 9. Once the case has been created, it will be reviewed and you will be contacted with a repair direction

**Note: Please allow 24-48 hours following case creation for a response**

**Version History.**

<b>Version</b>	<b>1</b>
<b>Modified</b>	<b>01/16/2024-Created on 02/25/2025-Updated models.</b>