



Service Bulletin

Bulletin No.: 25-NA-132

Date: May, 2025

TECHNICAL

Subject: Engine Whine Noise Off of Idle

Brand:	Model:	Model Year:		Build Date:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2025	2025			LK0	
Chevrolet	Traverse	2024					
GMC	Acadia						

Involved Region or Country	North America
Condition	Some customers may comment on the engine makes a whining noise, most noticeable off idle
Cause	This condition may be caused by the balance shaft gear mesh.
Correction	Note: This will affect vehicles with under 10,000 miles (1600 km) on the odometer. Refer to the information section for examples of engine noise. If the noise has been validated to be coming from the balance shaft gear, replace the Balancer Shaft with Oil Pump.

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.

Service Procedure

Refer to *Balancer Shaft with Oil Pump Replacement*.

Parts Information

Note: 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.

Note: Follow the procedure in SI for additional parts that may be required for the repair.

Causal Part	Description	Part Number	Qty
X	SHAFT ASM-BALR W/ O/ PUMP	12697861	1
N/A	BOLT, BAL SHF SPKT	11611721	1
N/A	BOLT - HVY HX ACORN FLG HD	11588739	2
N/A	PAN ASM-OIL	12731979	1
N/A	GASKET-O/PMP SUC PIPE	55487654	1
N/A	COVER, ENG FRT	12736949	1
N/A	BOLT, CR/SHF BALR	11604626	1
N/A	Oil Filter	12735608	1
N/A	OIL	Refer to EPC	As Required

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
4066320	Balancer Shaft with Oil Pump Replacement	Use the Published Labor Operations Time

Version	1
Modified	Released May 16, 2025

