



Service Bulletin

Bulletin No.: 19-NA-136

Date: November, 2022

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	2023				
Chevrolet	Colorado	2015	2022				
	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	2023				
	Silverado 2500HD/3500HD	2019	2023				
	Silverado LD	2019	2019				
	Suburban	2015	2023				
	Tahoe	2015	2023				
	GMC	Canyon	2015	2022			
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	2023				
Sierra 2500HD/3500HD		2019	2023				
Sierra Limited		2019	2019				
Yukon		2015	2023				

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	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: <ul style="list-style-type: none"> • Howling noise • Whining/Whirring noise • Shudder/Vibration • Grinding noise Some customers also may state that a noise can be heard in 4HI, but goes away when switched to 2HI. Some technicians may find the concern coming from the transfer case.
Cause	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.
Correction	Perform road test to diagnose transfer case noise: <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. 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. <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.). Once the transfer case noise is confirmed, refer to <i>Transfer Case Fluid Replacement</i> in SI.

Parts Information

Causal Part	Description	Part Number	Qty
N/A	Fluid	88865601 (in Canada 19421425)	Refer to Fluid Capacities in SI

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	4
Modified	Released June 19, 2019 Revised November 30, 2020 - Added Addition Vehicles to the Model section and Additional Transfercase RPOs to the Additional Options (RPOs) section. Revised February 19, 2021 - Added Model Year 2020 and 2021 to Escalade, Tahoe, Suburban, and Yukon Models. Revised Cause statement. Revised November 18, 2022 - Added 2022 and 2023 to Model Year.

