



Service Bulletin

Bulletin No.: 16-NA-372

Date: March, 2023

INFORMATION

Subject: Information on Duramax Diesel 6.6L Common Engine Noises

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado	2017	2018			L5P	MW7, MGM, MGU.
	Silverado 2500/3500	2019	2024				
	Silverado 4500HD, 5500HD and 6500HD	2019	2023				
	Silverado LD	2019	2019				
GMC	Sierra	2017	2018				
	Sierra 2500/3500	2019	2024				
	Sierra Limited	2019	2019				

Involved Region or Country	North America, Middle East, Israel, Palestine: Export Dealers should contact your Local Technical Assistance Center if there are additional questions.
Condition	A customer may comment on the engine making various noises and may request clarification of what is causing the noise. The noises may be described as a tick, click, or cycling noise.
Cause	These noises may be coming from various engine components such as the fuel injectors, intake air flow valve, the turbocharger or the diesel exhaust fluid (DEF) injector and may be heard when the engine is running or after it has been turned OFF.
Correction	Review the Information.

Information

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.

Tip: United States: A description of these noises and an audio file of what they sound like can be found in: 2018 SKH Seminar Feb Emerging Issues #10218.02V.

Canada: Dealers can review TAC Talk 52018.03D-0D March 2018 — Powertrain segment. Advance to timestamp 21:40 to view.

The following information describes these noises:

- **Rhythmic Ticking:** This is a rhythmic ticking that can be heard during deceleration. The noise is usually, but not limited to, heard coming from around the passenger side of the vehicle. The noise is from the fuel injectors firing (one injector per deceleration and not always the same injector) and is a normal function of the engine and calibration system.
- **Parts Cycling Closed and Open:** Some noises may be coming from under the hood after the engine has been turned OFF. You may notice that they are the same noises almost every time the engine is turned OFF. These noises seem to be coming from the turbocharger and/or the intake airflow valve. The intake airflow valve is a throttle plate actuator and is used to achieve high exhaust gas recirculation rates. These parts will cycle through their complete normal operating ranges after the engine is turned OFF. This is a normal operating condition.

- Diesel Engine Tick:** Diesel engine tick is present in all diesel engines produced in the last 20 years and does not have any impact on engine reliability and durability. It may be more noticeable on the 6.6L L5P because of the major reduction in combustion background noise. This occurs at idle and may seem to be louder when standing just behind the driver's front wheel. The noise may be more noticeable in the first 20% of engine oil life. Dealers should not attempt to compare any customer vehicles exhibiting this noise with other similar vehicles as the noise is different from vehicle to vehicle and this may lead to the incorrect conclusion that the vehicle has a condition. The noise is a normal operating characteristic and has no short or long term effects on the engine. DO NOT attempt repairs for this noise.
- DEF Injector Noise:** A tick noise may be heard coming from under the vehicle and typically it is heard at low vehicle speed and especially next to a building, such as when going through a drive through. The noise is from the DEF Injector and is considered a normal operating condition.

The information found in this bulletin can be shared with customers that may inquire about this condition. In the event they have additional questions or concerns, please advise them to contact Customer Assistance.

Version	11
Modified	<p>Released November 14, 2016 Revised August 29, 2017 — Updated Model Years. Revised September 13, 2017 — Updated Condition. Revised March 09, 2018 — Updated Information and Condition. Revised July 23, 2018 - Added the 2019 Model Year. Revised October 01, 2019 — Added 2020 Model Year, revised the Subject, Condition, Cause and Correction and clarified the text in the Information section. Revised October 23, 2020 - Added the 2021 Model Year. Revised January 06, 2022 - Added Silverado 4500HD, 5500HD and 6500HD to Model and 2022 to Model Year. Revised May 25, 2022 - Add Transmission RPOs to Transmission section. Revised September 07, 2022 - Added the 2023 Model Year. Revised March 16, 2023 — Added the 2024 Model Year.</p>

Additional Keywords: Allison, A1000, LCT1000, Transmission, Duramax, 6.6L, Tick, MW7, Tick, Clicking, Noise, 10 Speed, 10L1000, MGM, MGU

