



# Preliminary Information

## PIP5245B Whine Noise Operating In 4wd

### Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Silverado 2500/3500	2015 - 2018	All *See Note	All *See Note	All	All
GMC	Sierra 2500/3500	2015 - 2018	All *See Note	All *See Note	All	All

\*Equipped with 4WD

### Supersession Statement

This PI was superseded to update Model Years. Please discard PIP5245A

### Condition / Concern

Some customers may comment on various noises associated with 4wd operation.

### Recommendations / Instructions

One of the many advantages of the new 2015 MY pick-ups is the cabin is quieter compared to previous model years. For that reason, when the vehicle is in 4WD mode (HI or Low), there may be some noticeable sound from the transfer case. This sound may be described as a whining. This sound can be described as being a very broad band frequency.

With the vehicle in 4WD mode, this sound will be present on both acceleration (30-40 mph) and deceleration. The sound will increase when driving on dry pavement in 4WD. It can also be identified since it disappears or reduces considerably in 2WD mode.

Before beginning any diagnosis it is imperative to review the Symptoms - Transfer Case in SI and perform the necessary inspections. In all cases the complaint vehicle should be compared to another like vehicle before beginning any repairs.

This information applies to 2015 through 2018 model year vehicles listed above.

**Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.**

