



Service Bulletin

File in Section: -

Bulletin No.: PIC5271A

Date: December, 2012

PRELIMINARY INFORMATION

Subject: Normal Characteristic - Audio Output From Rear Speakers Appears Low

Models: 2008 - 2013 Cadillac CTS Models
with Premium Audio (RPO UQA)

This PI was superseded to update recommended field, model years, and add customer information. Please discard PIC5271.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

Customers may comment about low audio output from the rear (door) speakers. The customer may have noticed that the audio output from the rear (door) speakers is less than the audio output from the front (door) speakers.

Recommendation/Instructions

Note: Do NOT replace any parts before verifying the following:

- Make sure radio controls are all set to center and detent for Bass / Mid / Treble as well as Balance / Fade.
- Using a strong FM station or CD, check that all speakers are producing audio.

The design intent of the system is as follows: When sitting in the driver seat and fading forward the sound level will drop just slightly when faded fully forward. The sound level will drop much more when fading rearward. A larger drop in sound level is normal behavior for this system. As long as there is audible music from the rear speakers and it is not distorted, the system is functionally normally. The sound system was designed to have a forward sound stage, which places the listener (driver) in the audience with the musicians in front.

If the fader is placed in the center position, the front speakers should be slightly louder than the rear (rather than equally balanced between front and rear).

This is design intent and no parts should be replaced. If any speaker does not produce audio at all or only intermittent, please follow SI Diagnostics.

Customer Information

Please communicate to the customer this condition is a normal operating characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle. Please share this information with the customer, including a copy of this message.

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.