Bulletin No.: PIT5193

Date: Dec-2012

Service Bulletin

PRELIMINARY INFORMATION

Subject: Speaker or Audio Pop Noise During Startup

Models: 2012 - 2013 Chevrolet Equinox

2012 - 2013 GMC Terrain

Equipped with Base Speaker System (RPO UW6) or Premium Pioneer Speaker System (RPO UZ8)

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

Condition/Concern

Customers may comment of an audio pop during engine startup/engine crank. Typical popping condition is heard when temperatures are at or below freezing.

Recommendation/Instructions

Engineering is currently researching this concern. This PI will be revised once additional information or a solution has been identified.

Customer Information

Please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a solution for this concern. Once a solution is available, this PI will be updated with additional details allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

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.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.

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