



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Poor AM Radio Reception, Static Noise

**Models:** 2010 Buick LaCrosse Built Prior to February 15, 2010  
2010 Cadillac SRX Built Prior to December 12, 2010  
2010 Chevrolet Camaro  
2010 Chevrolet Equinox Built Prior to February 22, 2010  
2010 GMC Terrain Built Prior to February 22, 2010

*This bulletin is being revised to update the Parts Information. Please discard PI0168.*

### Condition/Concern

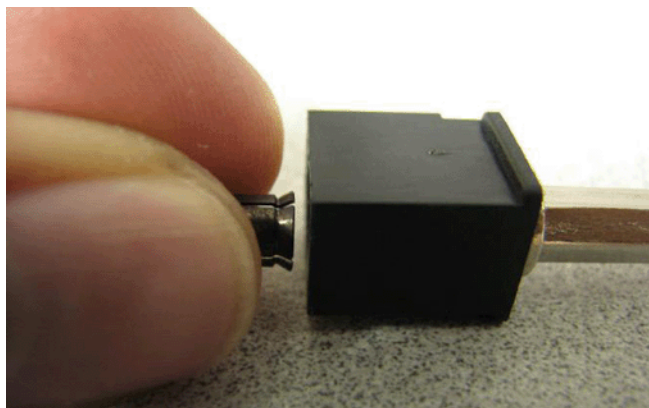
Some customers may comment that the AM radio reception is poor, normally manifested as increased static. Other radio reception (FM and XM) performs as expected.

The antenna coaxial cables female connector is a segmented cylinder comprised of 6 fingers (or tines) that maintain electrical connection with the cylindrical male connector by exerting an inward/clamping force against it. The fingers may be spreading and compromising the electrical interface between male and female connector. This spreading results in an unacceptable rise of resistance in the AM/FM ground path, which comes across as static on the AM band. The spreading of the finger may apply to one or all connection points of the AM/FM coaxial cable, from the antenna to the radio. Also, disconnecting/reconnecting the coaxial cable may aggravate the condition.

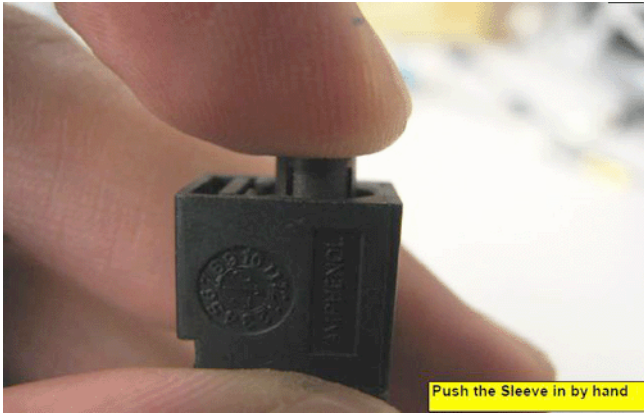
### Recommendation/Instructions

**Note:** There are multiple antenna connections in the body wiring harness. Only the AM/FM antenna coax connections need the sleeve. If the coax is equipped with one way connectors, they are black in color. If the coax has a duplex (two way) connector that is dark (mustard) yellow in color and you are unsure which one is the AM/FM connection, install a sleeve in both connectors in the dark (mustard) yellow duplex connector.

Install one coaxial cable sleeve, P/N 20972763, on the female side of the coax connector. Perform this operation on all AM/FM coaxial cable connection points (from the antenna to the radio). One sleeve per connection point will be required. Use the following steps for installation of the sleeve.



1. Position sleeve with the flared out side towards the female connector opening.

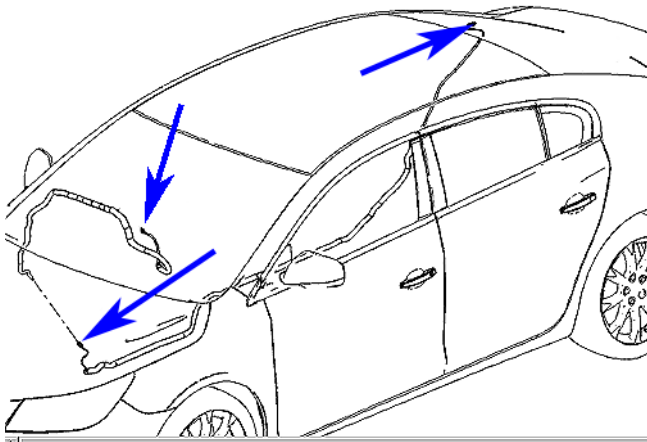


2. Push in the sleeve as far as you can with your finger.

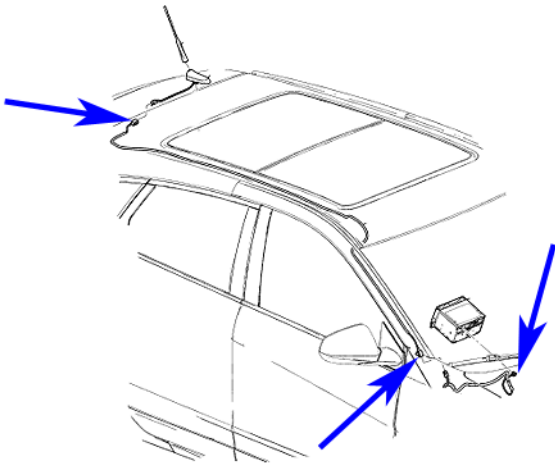


3. The sleeve may not appear to be pushed all the way down; this is normal. Reconnect the coax cables.

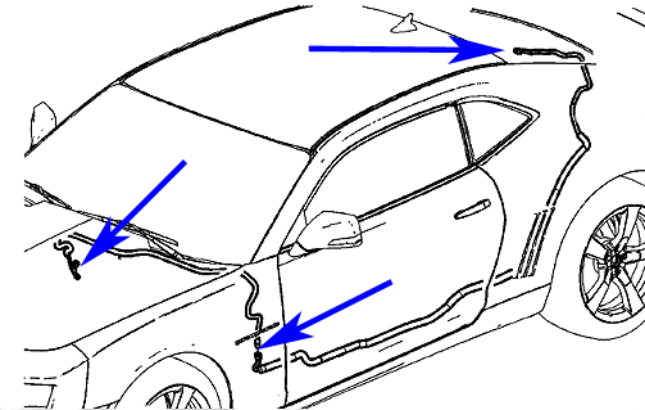
Use the following graphic information for sleeve installation locations. Refer to SI for specific procedures to access these locations.



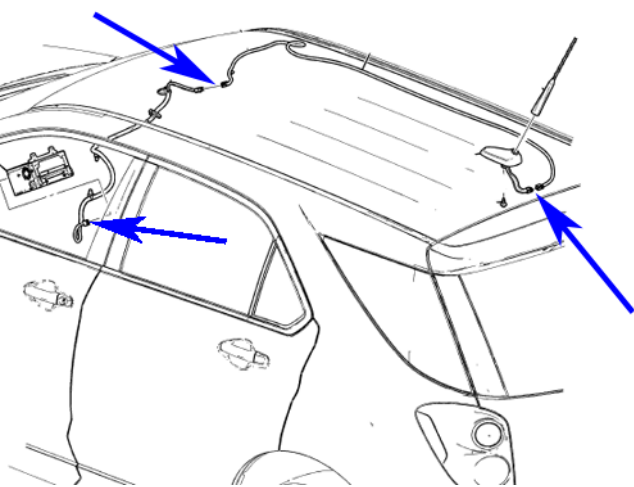
Buick LaCrosse connection location shown.



Cadillac SRX connection location shown.



Chevrolet Camaro connection location shown.



Chevrolet Equinox and GMC Terrain connection location shown.

**Parts Information**

Part Number	Description
20972763	Coaxial Cable Sleeve (This part number contains 20 pieces)

**Warranty Information**

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
<b>R9785*</b>	Install Antenna Coax Cable Sleeve (LaCrosse)	1.3 hrs
	Install Antenna Coax Cable Sleeve (Camaro)	1.4 hrs
	Install Antenna Coax Cable Sleeve (Equinox and Terrain)	1.6 hrs
	Install Antenna Coax Cable Sleeve (SRX)	2.1 hrs
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		

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