



Service Bulletin

File in Section: -

Bulletin No.: PI0841

Date: October, 2012

PRELIMINARY INFORMATION

Subject: Seat Speaker Buzz or Rattle Noise

Models: 2013 Cadillac XTS
Equipped with Radio RPO UQS
Built Prior to October 4, 2012

Condition/Concern

Some customers may comment on a speaker buzz or rattle noise during radio use. The screws attaching the speakers may be loose, causing a rattle or buzz noise.

Recommendation/Instructions

Replace the speaker attachment screws with newly designed screws that are longer and have wider threads to retain torque.

Replace the speaker screws on all four speakers in the driver and passenger seats following the procedure below:





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1. Insert a pick into the speaker hole at the rear of the grille towards the center of the seat. Pry up the grille at the front then move towards the outboard side of the grille. Use a small prying object under the pick so not to damage the speaker bezel.



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2. Remove the speaker attachment screws.
3. Install the new longer speaker attachment screws.

Important: DO NOT overtighten the new attachment screws. Overtightening will cause the speaker bezel to bow and warp making installation of the speaker grilles difficult. This can also cause damage to the bezel.

4. Install the speaker grilles.

Parts Information

Part Number	Description
WPC#673*	Speaker Screw (qty of 8)

*To obtain the speaker screws, fax the form included in this bulletin to the GM Warranty Parts Center (WPC). Request WPC# 673.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
R9815*	Replace Driver and Passenger Seat Speaker Screws	0.3 hr
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		

IMPORTANT NOTE WHEN PRINTING THIS FORM: If the form prints out on two pages, make certain you fax BOTH pages so that the WPC receives all the needed information. Missing information will delay or prevent the part from being shipped.

Parts Request Form – Warranty Parts Center

Use this form ONLY for U.S., Canadian and Mexico Dealers. Export markets located outside of North America must contact their regional Technical Assistance Center for assistance.

To: Warranty Parts Center

e-mail: warrantypartscenterUSA@gm.com

or WPC Fax: 248-371-0192

Attn: Jeanette Dunn

Part Being Requested: WPC#673 (Speaker Screw)

Dealer BAC (U.S.) /Dealer Code (Canada)/Dealer Number (Mexico):

Dealer Name:

Dealer Address:

Dealer Contact Person:

Dealer Phone Number:

Repair Order Number:

Vehicle VIN:

Important: If you do not receive the part within 2 business days after e-mailing or faxing your part request to the Warranty Parts Center, please call Customer Assistance at 248-371-9901/9902.

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