



# Service Bulletin

File in Section: -

Bulletin No.: PIC5883A

Date: August, 2013

## PRELIMINARY INFORMATION

**Subject:** Diagnostic Tips For Poor AM/FM Radio Reception

**Models:** 2011 - 2013 Buick Regal  
2013 Chevrolet Malibu

**This PI was superseded to update recommendations and model list. Please discard PIC5883.**

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

### Condition/Concern

Owners may state radio has poor AM or FM radio reception. When using the Seek or Scan feature, only a few stations can be found.

### Recommendation/Instructions

Diagnosis of radio reception concerns can be aided with an inspection of radio signal strength using GDS2 - located in Radio Data Display listed on GDS2.

Signal strength values can be compared with a known good vehicle set to the same radio station. If signal strength values are low on a strong radio station, inspect for proper orientation of the antenna connector at the back glass antenna grid.

The AM and FM antenna grid connections may have become reversed when the antenna amplifier connector is installed incorrectly.

A proper connector orientation would have the neck of the connector facing outward towards the C pillar.

### Warranty Information

For vehicles repaired under warranty use:

For wiring repairs covered under warranty, please refer to latest version of bulletin 10-00-89-005 for warranty information on wire/connector repairs.

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.