



Service Bulletin

PRELIMINARY INFORMATION

Subject: Diagnostic Tips For Poor AM/FM Radio Reception

Models: 2010 - 2013 Buick LaCrosse
2011 - 2013 Buick Regal
2013 Chevrolet Malibu

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 should begin with an inspection 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.

Note: Back glass antenna grids are located on the upper portion of the glass.

The antenna connector may have been plugged into the rear window defroster grids and not the antenna grid.

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

Warranty Information

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.

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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