



Service Bulletin

PRELIMINARY INFORMATION

Subject: Normal Characteristic - Noticeably Reduced Audio Volume From Rear Speakers

Models: 2011 - 2013 Chevrolet Cruze
with Premium Audio (RPO UQA)

This PI was superseded to update subject, model years, recommendations, and add customer information. Please discard PIC5510.

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

Condition/Concern

Concern:

In rare cases a customer may comment that there is a noticeable volume difference between the front and rear speakers.

Cause:

With Premium Audio (RPO UQA), the audio is filtered through the AMP - which separate the high, midrange and low frequencies.

Recommendation/Instructions

If you experience the concern listed above, compare the Audio operation from a like vehicle with the same RPOs and same music selection to get a good comparison between the two vehicles. If the comparison results are identical then no further repairs are necessary.

Customer Information

Please communicate to the customer this condition is a normal operating characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle. Please share this information with the customer, including a copy of this message.

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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