



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** No Audio Or Poor Speaker Quality Static Noise Attributed To Water Leaks

**Models:** 2010-2013 Buick LaCrosse  
2011-2013 Buick Regal  
2013 Cadillac ATS, XTS  
2013 Chevrolet Malibu  
2014 Chevrolet Impala  
with Trunk-Mounted Radio Amplifier

*This PI was superseded to update subject line. Please discard PIC5870.*

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

### Condition/Concern

Owners may state radio speakers have poor audio quality, buzz, pop, static type noise or no audio. This concern may be intermittent.

### Recommendation/Instructions

Inspect trunk mounted radio amplifier for any signs of moisture. Remove all connectors and inspect terminals for corrosion. If water is present, or it appears water may have run over the amplifier, inspect rear sunroof drain tubes, if equipped, for being properly installed or blockage. Water test the trunk, sunroof, back glass and roof areas. Repair any leaks identified. Replace the amplifier if water is present and replace any terminals that have corrosion.

### Warranty Information

The correction for this concern may be one of several repairs described above. For vehicles repaired under warranty, please use the appropriate warranty labor operation based on the actual cause and repair.

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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