



Service Bulletin

File in Section: -

Bulletin No.: PIC5870

Date: June, 2013

PRELIMINARY INFORMATION

Subject: Radio Speaker Poor Audio Quality or Static Noise

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

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, or static type noise. 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 leaks 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.