



Service Bulletin

File in Section: -

Bulletin No.: PIC5836

Date: March, 2013

PRELIMINARY INFORMATION

Subject: Rattle or Buzz Noise from Rear Speaker or Speakers Worse With High Bass Levels

Models: 2013 Cadillac ATS

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

Condition/Concern

Some customers may comment on a rattle or buzz noise from the rear speakers. The noise may be more easily duplicated with the Bass set to higher levels.

The rear speaker(s) generally is not the cause of this issue. Possible causes include:

1. Improper speaker mounting or loose trim, wiring harnesses, or other parts may cause an audible buzz or distortion.
2. Rattle or buzz from the OnStar module
3. Seat belt retractor buzz
4. Child tether cover may be loose in package shelf trim.
5. Package shelf trim and / or trunk upper trim plastic Christmas tree fasteners may buzz to shelf at attachment holes.
6. Center seatbelt retractor bolt may be contacting deck lid torque rod inside trunk causing metallic rattle.

Recommendation/Instructions

The EL-50334-6 Audio System Diagnostic CD contains audio tracks that can be used to duplicate and isolate such concerns. Tracks 11 and 12 contain audio sweep tones for testing for speaker and grill rattles.

1. Inspect the rear speaker and the surrounding interior trim for proper and secure mounting. If the speaker or surrounding interior trim is found to be loose or improperly secured, correctly secure the item and add foam to insulate items as needed.
2. OnStar module - place 1/4" foam pad underneath the module (if foam is not currently in place).
3. Seat belt retractor buzz - (engineering is evaluating - no solution at this time other than turning down the bass).
4. Add felt onto the package shelf trim opening to prevent movement between the trim and the child seat tether cover.
5. Add foam grommets onto each of the Christmas tree fasteners prior to reinstalling back into the package shelf sheet metal holes.
6. Add plastic cap to end of bolt to prevent contact to decklid torque rods.

Customer Information

Please communicate to the customer that, for a seat belt retractor buzz noise, we apologize for this inconvenience and that General Motors is currently evaluating this concern. This PI will be updated with additional details as they become available.

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.