



Service Bulletin

File in Section: -

Bulletin No.: PI0718B

Date: May, 2013

PRELIMINARY INFORMATION

Subject: Audio System Speaker Rattle, Buzz Noise, Poor Sound When Playing Radio or Other Music Source

Models: 2007-2013 Cadillac Escalade EXT
2007-2014 Cadillac Escalade, Escalade ESV
2007-2013 Chevrolet Avalanche, Silverado
2007-2014 Chevrolet Suburban, Tahoe
2007-2013 GMC Sierra
2007-2014 GMC Yukon, Yukon XL, Yukon Denali, Yukon Denali XL

This PI is being revised to add model years and update the Warranty Information.
Please discard PI0718A.

Condition/Concern

Some customers may comment that the audio speaker sound quality is poor, has a buzzing sound or rattles while listening to the radio or other music source.

This condition may be caused by the trim, moldings or water deflectors located in the area of the speaker.

Recommendation/Instructions

Important: Do not remove any trim or door panels prior to performing the following diagnostic procedure because removal may mask the concern.

1. Before beginning the diagnosis, determine the operating conditions that are contributing to the condition. Ask the customer the following questions:
 - Determine the type of music the customer is listening to (Rock, country, Rap, Hip-Hop, etc).
 - Which source was being used when the condition occurred (FM, AM, CD, USB, Aux).
 - When did the condition occur, only in the morning? After sitting in the sun?
 - Determine the temperature of the vehicle when the condition occurs. Was it cold outside? Only after the vehicle heated up?
 - What area of the vehicle did the noise come from?
 - Was there anything else in the vehicle when the condition occurred? Packages? Loose items?
2. Check for any audio system related DTCs – if there are any DTCs, follow the SI diagnostic procedure.
3. Music CDs do not hold tone long enough to diagnose trim rattles. Obtain GM Test CD part number # J39916-CD (SPX, 1-800-345-2233). There may be certain audio frequencies such as bass that can cause buzz or rattle in the interior trim. Most trim rattles are caused by bass frequencies in the range of 50-80 Hz and are found on **track 3**.
4. Insert the GM Test CD and play various tracks corresponding to the type of music the customer was listening to when the condition occurred and verify the condition.
5. Hold the volume at a constant level and use the balance and fader controls to isolate the speaker(s) that are experiencing the condition.
6. Apply hand pressure to the trim in the area of concern.
7. If the sound changes when the trim is depressed or manipulated by hand, then the trim is causing the rattle or buzz.

Loose Trim, Panel to Panel Contact



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An interface may cause a rattle or buzz (for example, between a door and instrument panel).

- To better identify the location, open the door and determine if the buzz or rattle follows the door. This may be caused by loose door trim or water deflector contact with the trim. Refer to **Door Trim/Water Deflector Rattle** below.
- Determine if a rattle is heard between the instrument panel and door. This may be caused by contact between the instrument panel and the door trim when the door is closed. If the noise goes away when the door is opened, inspect the trim panel on the door to ensure it is in the correct position. Also, inspect the snap-on trim panels on the instrument panel ends to ensure they are fully engaged into the instrument panel.
- If the rattle or buzz is determined to be coming from the instrument panel, inspect for loose panels, screw covers or contact between trim panels such as an A pillar to instrument panel interference.

Door Trim/Water Deflector Rattle



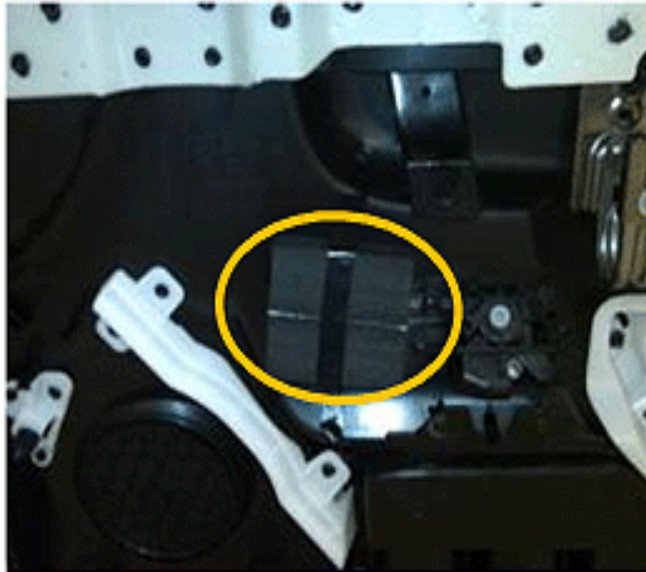
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If the rattle is heard within the door trim, depress the trim with your hand. If the sound changes or the rattle/buzz decreases when pressure is applied, follow the steps below.



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- Remove the door trim screw cover behind the door handle on the affected door and apply pressure to the water shield. If this cures the condition, refer to the water shield procedure below.
- Once the door trim is removed, confirm the perimeter clips are not damaged, bent or missing. Replace damaged door clips. Add flocking tape as needed.



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- If the rattle is caused by the water shield, install two 100 mm (4 in) long layers of 1" x 9/16" adhesive backed foam shim stock such as *Kent Industries Part # P46515 or the equivalent, to compress the water shield as shown. Confirm any added foam does not interfere with the window or door lock operation.

Note: The foam shipping blocks installed on new vehicle door edges can be used for the above step.

- Reinstall all components and verify the condition is corrected using the same audio source that created the condition.

*We believe these sources and their products to be reliable. There may be additional manufacturers of such material. General Motors does not endorse, indicate any preference for or assume any responsibility for the products from these firms or for any such items which may be available from other sources.

Parts Information

*Call 1-888 Yes-Kent for ordering information.

Part Number	Description
*P46515	1" x 9/16" Adhesive Backed Foam Shim Stock

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
3480008*	Diagnose and Repair Audio System Speaker Concerns	Use Actual Clock Time

*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.