



Service Bulletin

PRELIMINARY INFORMATION

Subject: Loud Repeating Bass Sound When First Started

Models: 2014 Chevrolet Equinox
2014 GMC Terrain
Equipped with 2.4L Engine (RPO LEA)
Built from 08/12/2013 to 10/23/2013

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

Condition/Concern

During the new vehicle pre-delivery inspection (PDI), a Technician may identify a loud bass sound from a speaker accompanied with an engine vibration after the engine is started. This condition can turn itself on, and then off, a number of times within the first minute of an ignition cycle - even if the radio is off.

Recommendation/Instructions

If the vehicle exhibit's this condition, the vehicle may have been built with the incorrect Active Noise Cancelation (ANC) module. This condition is caused by incompatibility between the ANC Module and the ANC Microphones in the headliner.

Important: Do NOT replace the Microphones in headliner.

To correct this condition, check the part number on the ANC Module.

If the ANC Module has PN 23434359, replace it with ANC Module PN 22929627.

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Parts Information

| Part Number | Description | Qty |
|-------------|-----------------------------------|-----|
| 22929627 | ANC Module (current P/N 23434359) | 1 |
| 23434359 | ANC Module (current P/N 22929627) | 1 |

Warranty Information

For vehicles repaired under warranty use:

| Labor Operation | Description | Labor Time |
|-----------------|--|------------------------------------|
| 3410010 | Active Noise Cancellation Module Replacement | Use Published Labor Operation Time |

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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