



Service Bulletin

PRELIMINARY INFORMATION

Subject: Intermittent Moan Or Droan Type Noise

Models: 2013 - 2015 Buick Encore

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

Condition/Concern

Customers may comment on a moan or droan type noise that can be heard under certain engine loads and RPM. The concern is noticed when the vehicle is loaded in the rear with cargo

Recommendation/Instructions

This concern may be induced by stacking cargo on top of the noise cancellation speaker which is located above the spare tire.

To determine if this is the cause of the droan noise, unplug the noise cancellation speaker and test drive the vehicle with load in the rear of the vehicle. If the noise goes away, no further action is required. Engineering is currently working on this concern and no parts should be replaced.

Customer Information

Please communicate to the customer that 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.

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.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION