



Service Bulletin

PRELIMINARY INFORMATION

Subject: Information on Active Noise Cancellation (ANC) Microphone Change and Identification Guide

Models: 2010-2014 Chevrolet Equinox
2010-2014 GMC Terrain
Equipped with Noise Control Active Interior (RPO VQN)

Condition/Concern

The purpose of this PI is to inform the technician when replacing the active noise cancellation (ANC) microphone, there was a design change introduced into production (see VIN Breakpoint Information below).

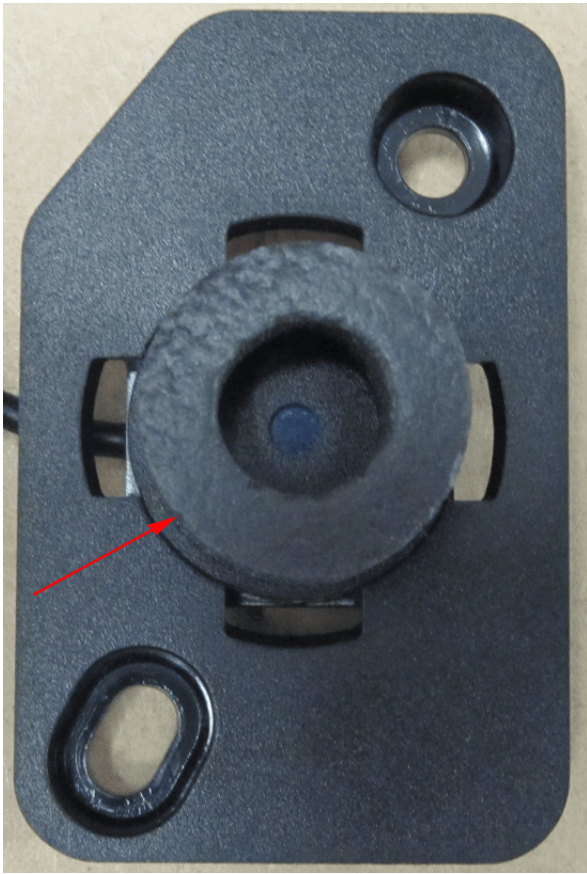
The two designs are not interchangeable. The two designs can be identified using the following pictorial guide below.





The old ANC microphone, P/N 25783504, has locking tabs with no mounting holes, as shown in the illustration above, which holds the microphone in place on the insulator.





The new ANC microphone, P/N 23431335, uses screws and comes with a foam ring on the face of the microphone as shown in the illustrations above.

Important: If the wrong microphone is installed into the vehicle, the system will not work.

Plant	VIN Breakpoint	Date Breakpoint
Cami	E6154303	10/10/2013
Oshawa	E1125424	10/10/2013
Spring Hill	EZ108017	10/17/2013

Note: The Spring Hill plant between October 17, 2013 and November 8, 2013 may have either design.

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