



Service Bulletin

PRELIMINARY INFORMATION

Subject: Loud Drone Noise Heard When Cargo Area is Loaded Particularly on Vehicles Equipped with Spare Tire

Models: 2013-2015 Cadillac SRX
Equipped with RPO UQA or UQS
and Built Prior to VIN FS603630

Attention: This PI also applies to any of the above models that may be Export vehicles.

Condition/Concern

Some customers may comment on an interior “drone” noise that is more predominant when the vehicle’s cargo area is loaded, particularly if the vehicle is equipped with a spare tire.

This may be caused by a noise compensation feature within the audio amplifier.

Recommendation/Instructions

If you encounter a vehicle with the above concern, reprogram the audio amplifier. Refer to Audio Amplifier Programming and Setup in SI.

Important: Verify end model part number with GDS prior to reprogramming.

Important: During programming you may be required to select multiple calibrations dependent upon vehicle equipment. Have the vehicle build/RPO information available during the following procedure to ensure the correct calibrations are selected.

Note: Carefully read and follow the instructions below.

- DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the control module is not properly configured with the correct calibration software, the control module will not control all of the vehicle features properly.
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. When required install the EL-49642 SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- During the programming procedure, follow the SPS prompts for the correct ignition switch position.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
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2810855	Radio Speaker Amplifier Reprogramming with SPS	Use Published Labor Operation Time
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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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