



Service Bulletin

TECHNICAL

Subject: Loud Drone or Growl Noise Heard from Inside Vehicle

Models: 2014-2015 Buick Encore
Equipped with NKC and UQA, or UQG

Condition

Some customers may comment on a loud drone or growl noise heard from inside the vehicle. The sound may be more predominant during the following scenarios:

- A larger, taller seat occupant in the passenger seat. For example, 300+lb occupant at about 5'10" (178 cm) tall
- A passenger seat occupant with a large bag on lap.
- Passenger compartment is full.
- Rear cargo area is loaded near the sub-woofers location.

Cause

This may be caused by the noise cancelling microphones not functioning as intended.

Replace the amplifier. Refer to Radio Speaker Amplifier Replacement in SI.

Correction

If you encounter a vehicle with the above concern, follow the procedure below.

1. Move the passenger seat to the furthest forward position.
2. If available, have a taller seat occupant with a bag or backpack in lap sit in the seat.
Note: In this position, the occupants knees will be pressed hard to the glove box.
3. With seat occupied, attempt to duplicate the customers concern.
4. If duplicated, replace the amplifier. Refer to Radio Speaker Amplifier Replacement in SI.

After the amplifier is replaced, verify the customer's concern is corrected. If the concern is still present, check connections to the front door speakers, rear door speakers and the sub-woofer for correct polarity.

Parts Information

RPO	Part Number	Description
UQA	42444544	AMPLIFIER ASM-RDO SPKR
UQG	42338477	AMPLIFIER ASM-RDO SPKR

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
3421200	Radio Speaker Amplifier Replacement	Use Published Labor Operation Time

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