



# Service Bulletin

## TECHNICAL

**Subject:** Loss of Audio and/or Popping Noise from Speakers

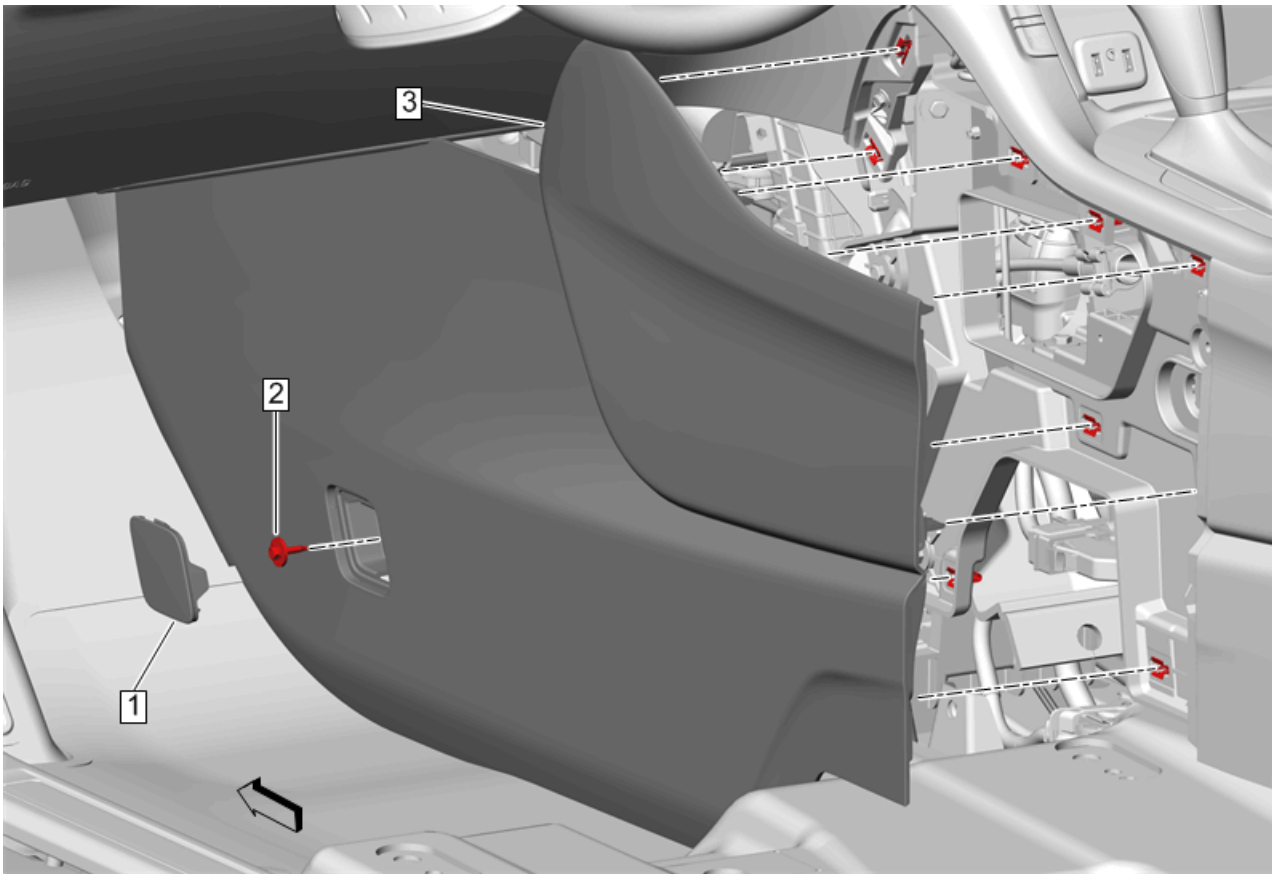
Brand:	Model:	Model Year:		Vehicle Build Date:		Engine:	Transmission:
		from	to	from	prior to		
GMC	Acadia (VIN N)	2017	2017	SOP	October 10, 2016	LCV	

<b>Involved Region or Country</b>	North America, Middle East
<b>Condition</b>	Some customers may comment on the following conditions: <ul style="list-style-type: none"> <li>• Speakers popping</li> <li>• No audio</li> </ul>
<b>Cause</b>	This condition may be caused by water condensation leaking down the HVAC housing onto the tunnel and into the Active Noise Cancellation (ANC) module vents.

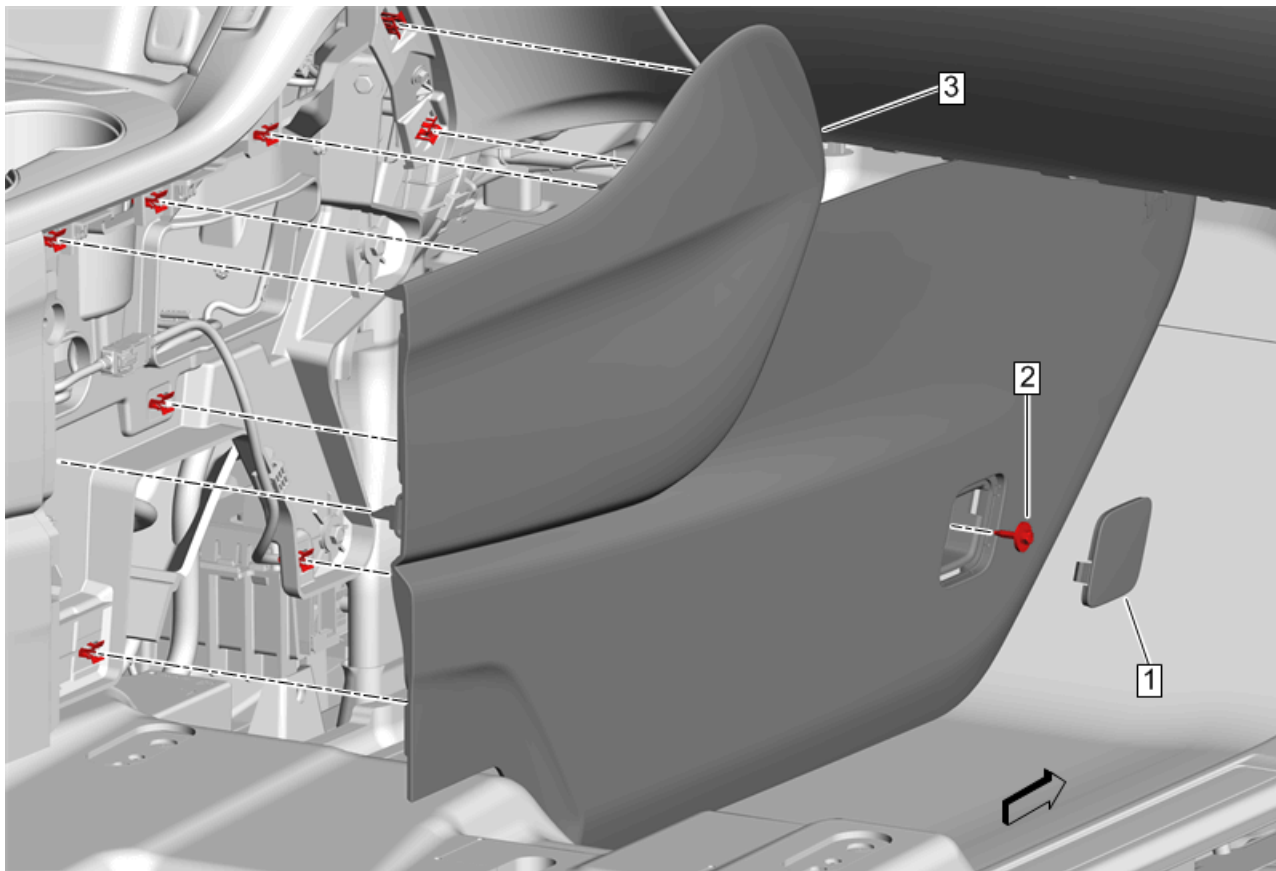
### Correction

If water has been found to be the cause of the ANC module short, the module must be replaced and a shield must be installed.

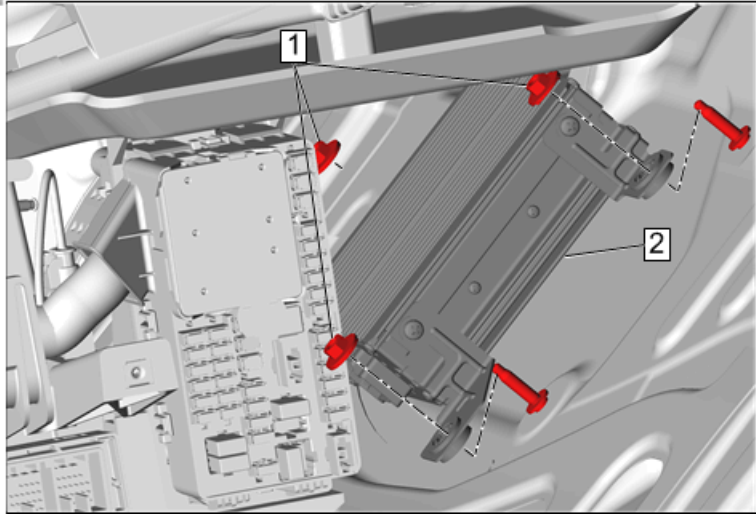
### Service Procedure



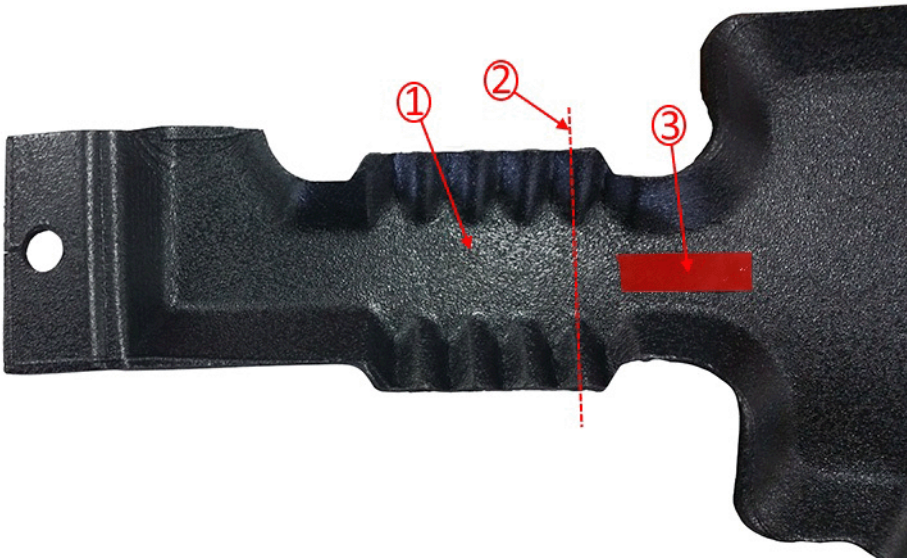
1. Remove the left side front floor console extension panels. Refer to *Front Floor Console Extension Panel Replacement - Left Side* in SI.



2. Remove the right side front floor console extension panels. Refer to *Front Floor Console Extension Panel Replacement - Right Side* in SI.

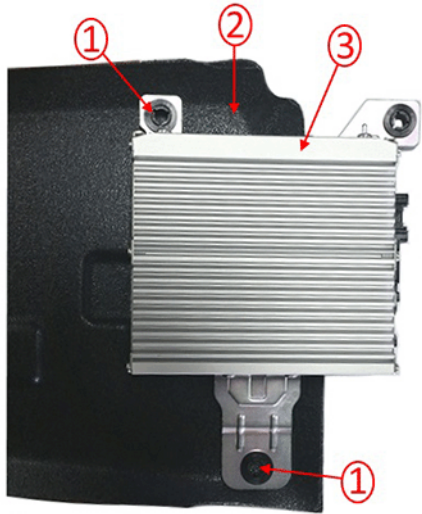


3. Remove the Active Noise Cancellation (ANC) module (2).

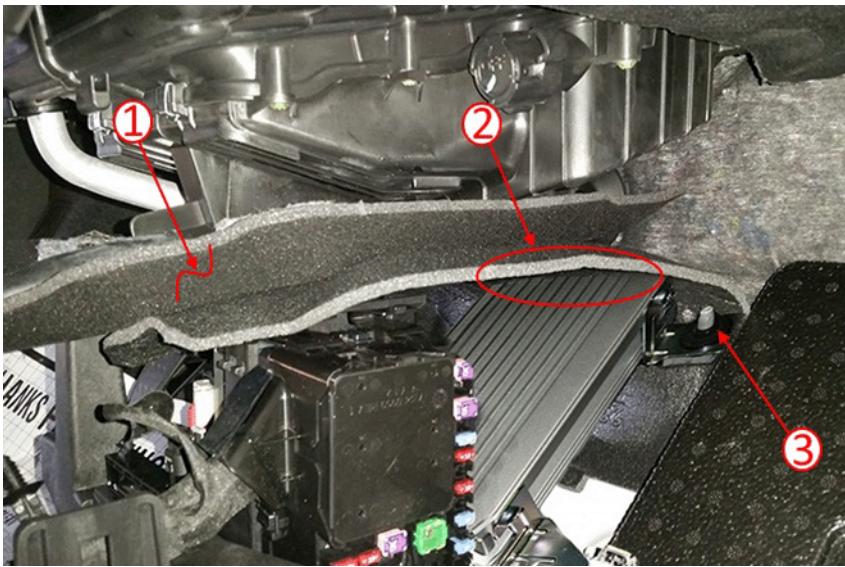


4. Cut the foam shield at the rib as shown above (2) and discard the extra foam (1).

5. Apply two-sided tape on the bottom side, along the edge of the shield (3).



6. From the top side of the shield (2), position  $\frac{3}{4}$  of the module (3) onto the foam.
7. Using the ANC module as a template, poke holes through the foam at the mounting tabs (1).



8. Install the foam pad (2) onto the ANC modules studs (3).
9. Install the new module.
 

**Tighten:** Tighten the nuts to specifications. Refer to Fastener Specifications in SI.

**Important:** The shield must be positioned away from the module in a manner so that air can enter through the vents.
10. Guide the new shield along the tunnel allowing air to pass through the module.
11. Remove the two-sided tape cover and press firmly so that the tape can adhere to the HVAC shield (1).
12. Install the front floor console extension panels.

## Parts Information

Description	Part Number	Qty
Shield, Elek Par	23403120	1
MODULE, ACTIVE NOISE CANCELLATION	Refer to EPC	1

## Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
5480398*	Replace ANC module and Install Water Shield	0.8 hr

\*This is a unique Labor Operation for Bulletin use only.

<b>Version</b>	1
<b>Modified</b>	

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