



Service Bulletin

PRELIMINARY INFORMATION

Subject: Low Treble Audio From Front Door Speakers

Models: 2014-2016 Chevrolet Silverado 1500
2015-2016 Chevrolet Silverado HD
2014-2016 GMC Sierra 1500
2015-2016 GMC Sierra HD
With front bench seat configuration

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

Condition/Concern

Customer with bench seat configurations (A52, AZ3, B3F) may comment about low treble, or excessive bass from the front door speakers

Recommendation/Instructions

This is a normal design characteristic for this seat configuration. These vehicles lack a subwoofer that is contained in the center console on other seat configurations

Please communicate to the customer this condition is a normal operating characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle. Please share this information with the customer, including a copy of this message.

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.



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