



# Service Bulletin

## INFORMATION

**Subject:** Poor AM Radio Reception

**Models:** 2016 Buick Cascada

*This PI was superseded to remove FM reception, include an evaluation procedure, and include a related labor operation as well. Please discard PIPC6174A.*

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

### Condition/Concern

A customer may comment that their radio has little or no AM reception

### Recommendation/Instructions

If this concern is encountered, set the radio to a local AM station that is known to have good reception in your area and note performance.

Then find another model that has the same radio RPO (ie... Equinox, Terrain, Encore, etc. – not a Cascada), set it to the same AM radio station and compare the AM reception.

If the AM radio reception of the Cascada is obviously very poor in comparison to the other vehicle, no repairs should be attempted at this time.

GM is aware of the concern and is working on a solution.

Please do not replace any parts for the concern at this time.

### Warranty Information

| Labor Operation | Description                   | Labor Time |
|-----------------|-------------------------------|------------|
| 3480278         | AM Radio Reception Evaluation | 0.2        |

\* This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.

### Customer Information

Please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a solution for this concern. Once a solution is available, this PI will be updated with additional details

- allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

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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