



Service Bulletin

PRELIMINARY INFORMATION

Subject: Minimum Startup Volume Too Loud

Models: 2016 Buick Cascada

Condition/Concern

A customer may comment that the minimum default volume will not go below 19. As a result, customers who turn the vehicle/radio off with the volume level above 19 will experience high audio volume upon start up because it will only default to a minimum start up level of 19.

Recommendation/Instructions

Turn the radio to XM channel 0 so there is no audio. Turn the volume all the way up to determine the highest level available. If the radio will go up to level 45, engineering is aware of the concern and is working on releasing a revised calibration. This bulletin will be updated when the calibration is available.

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
3480288*	Min/Max Volume Setting 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 It will not be published in the Labor Time Guide.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.

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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